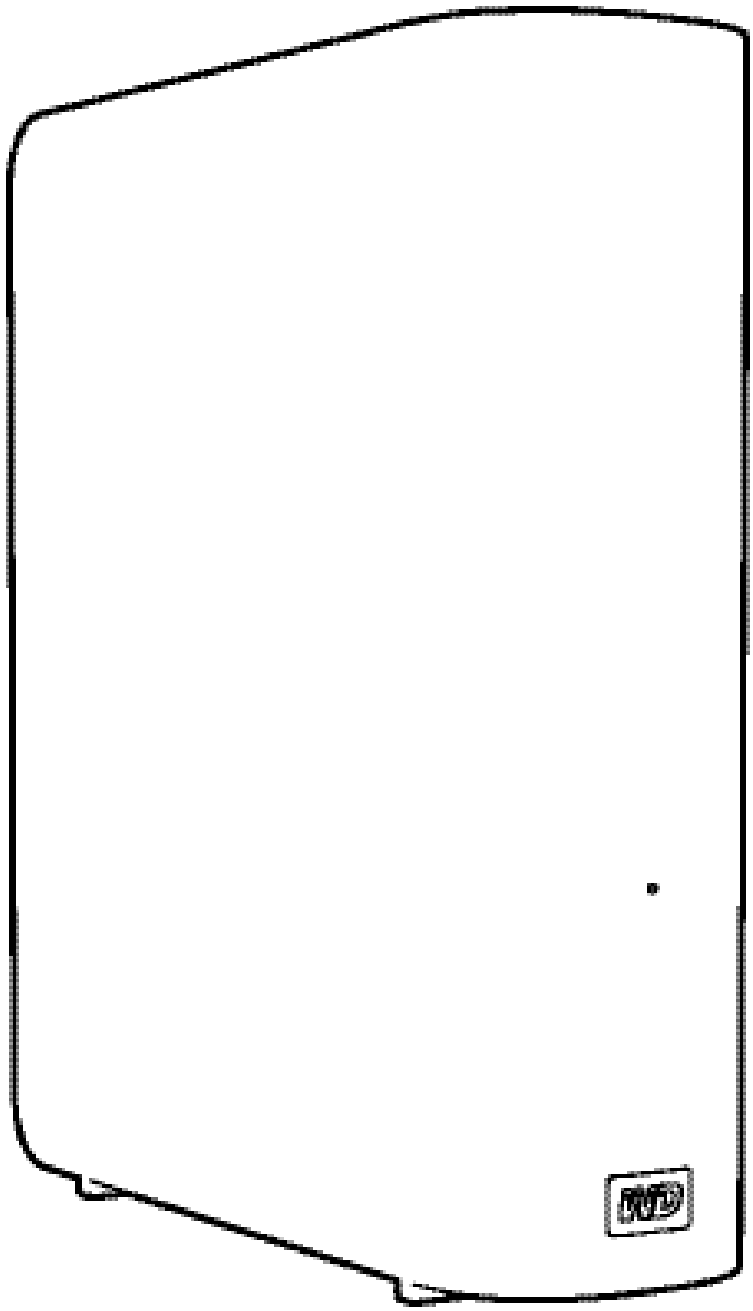
My Book®

User Manual



External Desktop

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at *http://support.wdc.com*. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *http://support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	0120 994 120/00531 65 0442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Table of Contents

WD Service and Support ii
Accessing Online Support ii
Contacting WD Technical Support ii

1 About Your WD Drive 1

Features 1
Kit Contents 2
Optional Accessories 2
Operating System Compatibility 2
Disk Drive Format 3
Physical Description 3
Power/Activity LED 3
Power Button 4
USB 3.0 Interface 4
Kensington® Security Slot 4
Registering the Drive 4
Handling Precautions 4

2 Connecting the Drive and Getting Started 5

Connecting the Drive 5
Getting Started with the WD SmartWare Software 7
Getting Started Without the WD SmartWare Software 11

3 WD SmartWare Software Functional Overview 12

Home Tab Displays 13
Backup Tab Displays 17
Retrieve Tab Displays 20
Settings Tab Displays 23
Help Tab Display 24

4 Backing Up Your Computer Files 26

How the Backup Function Works 26
Backing Up Files 26

5 Retrieving Backed Up Files 31

How the Retrieve Function Works 31
Retrieving Files 31

6 Managing and Customizing the Drive 35

Using the WD Quick View Icon 35
Opening the WD SmartWare Software 35
Checking Drive Status 36
Monitoring Icon Alerts 36
Safely Disconnecting the Drive 36
Customizing Your Drive Settings 37
Registering the Drive 38
Checking Drive Health 39
Setting the Drive Sleep Timer 40
Erasing the Drive 41
Enabling the Backup and Retrieve Functions 41
Restoring the WD SmartWare Software and Disk Image 42

7 Managing and Customizing the Software 43

Specifying the Number of Backup Versions 43
Specifying a Different Retrieve Folder 43
Checking for Software Updates 44
Uninstalling the WD SmartWare Software 45

8 Using the Drive with a Mac 46

Reformatting the Drive 46
Restoring the WD SmartWare Software and Disk Image 46
Connecting the Drive and Getting Started 46
Enhancing Performance with WD +TURBO 48
Installing the WD SmartWare Software 50
The WD SmartWare Home Screen 52
Using the WD Quick View Icon 53
Opening the WD SmartWare Software 53
Checking Drive Status 54
Safely Dismounting the Drive 54
Uninstalling the WD SmartWare Software 55

9 Troubleshooting 58

Installing, Partitioning, and Formatting the Drive 58
Frequently Asked Questions 58

A Installing the SES Driver 60

Installing on Windows XP Computers 60
Installing the Driver Automatically 60
Installing the Driver Manually 62
Installing on Windows Vista Computers 63
Installing the Driver Automatically 64
Installing the Driver Manually 65
Installing on Windows 7 and Windows 8 Computers 67

B Compliance and Warranty Information 69

Regulatory Compliance 69
FCC Class B Information 69
ICES/NMB-003 Compliance 69
Safety Compliance 69
CE Compliance for Europe 69
GS Mark (Germany only) 70
KC Notice (Republic of Korea only) 70
Environmental Compliance (China) 70
Warranty Information (All Regions Except Australia/New Zealand) 70
Obtaining Service 70
Limited Warranty 71
Warranty Information (Australia/New Zealand) 71
Obtaining Service 72
Warranty 72
GNU General Public License (“GPL”) 73

Index 74

1 About Your WD Drive

Welcome to your My Book® external hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software.

WD's best-selling My Book USB external hard drive features WD SmartWare™ software that backs up your data automatically and continuously, shows your backup as it happens, and brings back lost files effortlessly.

This chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering the Drive
Handling Precautions

Features

Major features of the My Book drive include:

Dual USB 3.0 and USB 2.0 interface—A single drive with universal compatibility today and next-generation speed for tomorrow. Use it with USB 2.0 now and step up to USB 3.0 speed when you are ready.

Up to 3x faster transfer rates—When connected to a SuperSpeed USB 3.0 port, this drive lets you access and save files up to 3 times faster than USB 2.0. Transfer a full-length HD movie in just 3 minutes instead of 13 minutes.*

*Performance may vary based on user's hardware and system configuration.

Massive capacity—With up to 4 TB capacity, there is plenty of room to store and protect your precious memories and important files.

WD SmartWare software—You are in control of your backup. Install all the features, select just the components you need, or if you prefer, choose not to use the software at all.

Automatic, continuous backup—Works quietly in the background to protect your data using minimal PC resources. Whenever you add or change a file it is instantly backed up.

WD quality inside and out—For over 20 years, millions of people worldwide have trusted their data to WD hard drives. We are successful because we understand the importance of your data and our first concern is keeping that data safe.

Important: For the latest WD product information and news, visit our website at *http://www.westerndigital.com*. For the latest software, firmware, and product documentation and information, go to *http://support.wdc.com/downloads*.

Kit Contents

As shown in Figure 1, your My Book disk drive kit includes the following:

- My Book external hard drive
- WD SmartWare software (included on the drive)
- USB cable
- AC adapter
- Quick Install Guide

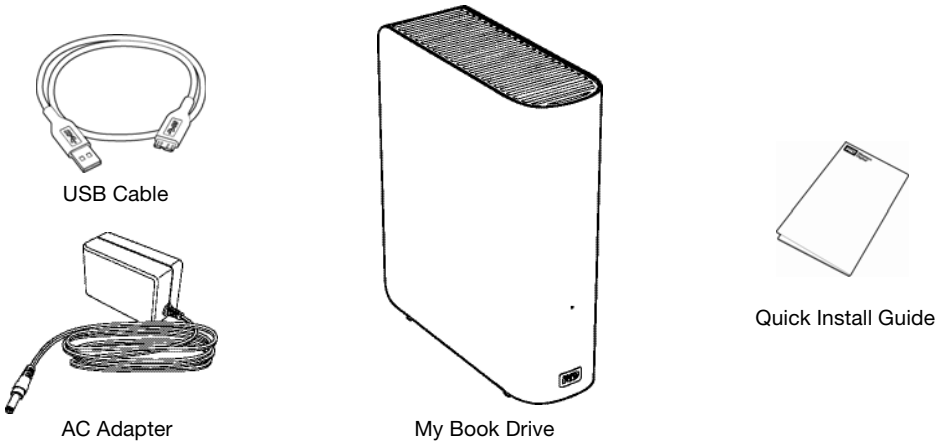


Figure 1. My Book Drive Kit Components

Optional Accessories

For information about optional accessories for WD products, visit:

US	*http://www.shopwd.com* or *http://www.wdstore.com*
Canada	*http://www.shopwd.ca* or *http://www.wdstore.ca*
Europe	*http://www.shopwd.eu* or *http://www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *http://support.wdc.com* and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Book drive and the WD SmartWare software are compatible with the following operating systems:

Windows®

- Windows XP
- Windows Vista®
- Windows 7
- Windows 8

Mac OS X

- Leopard
- Snow Leopard
- Lion
- Mountain Lion

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

Disk Drive Format

Your My Book drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 46 and “Troubleshooting” on page 58.

Physical Description

As shown in Figure 2, the My Book drive has:

- A power/activity indicator on the front
- The power connector and button, interface port, and a security slot on the back

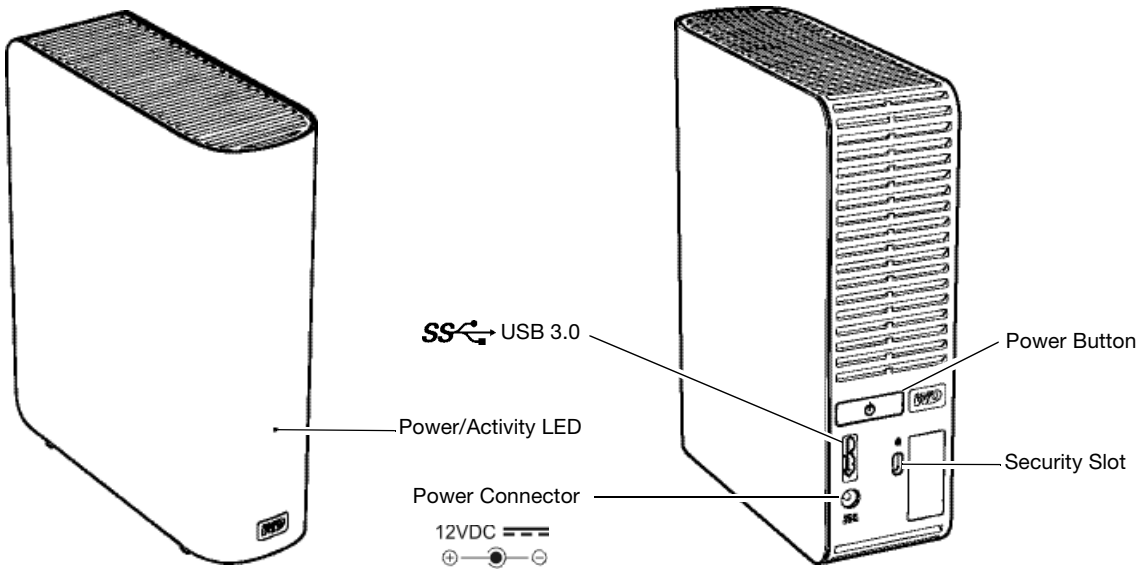


Figure 2. My Book Drive

Power/Activity LED

The power/activity LED shows the drive’s power state and activity as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

Power Button

Use the power button to safely power down the drive and avoid data loss or damage to the drive. The power button only works when the WD SmartWare software is installed on your computer.

USB 3.0 Interface

Super-Speed USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward-compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

Kensington® Security Slot

For drive security, the Kensington security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot and available products, visit *www.kensington.com*.

Registering the Drive

Always register your My Book drive to get the latest updates and special offers. You can easily register your drive using the WD SmartWare software, as described in “Registering the Drive” on page 38. Another way is to register online at *http://register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.
- Do not use this product as a portable drive.
- To allow proper ventilation, do not block any of the drive enclosure’s air slots.

2

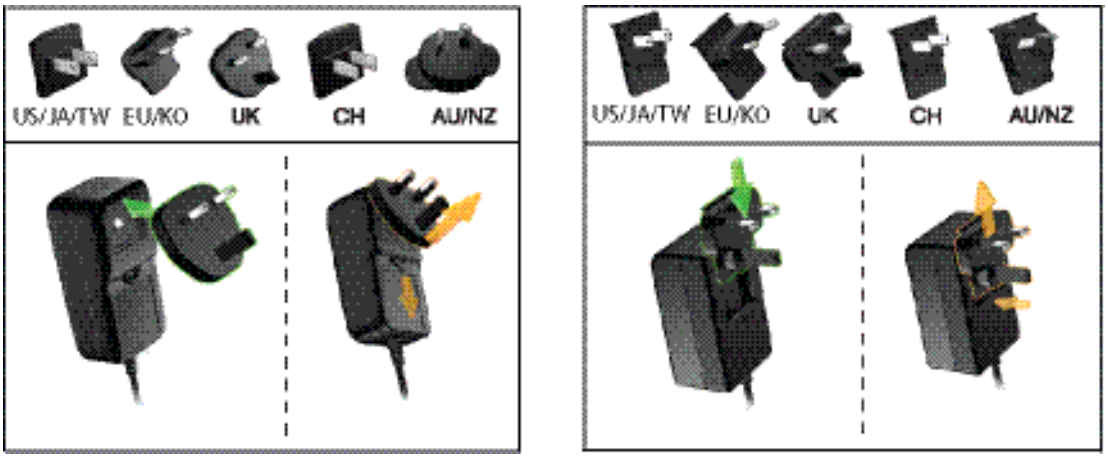
Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive to your computer and installing WD SmartWare software. It includes the following topics:

Connecting the Drive
Getting Started with the WD SmartWare Software
Getting Started Without the WD SmartWare Software

Connecting the Drive

1. Depending on your region, if required, change the power adapter as follows:



Installing Removing Installing Removing

2. Turn on your computer.
3. Connect the My Book drive as shown in Figure 3.

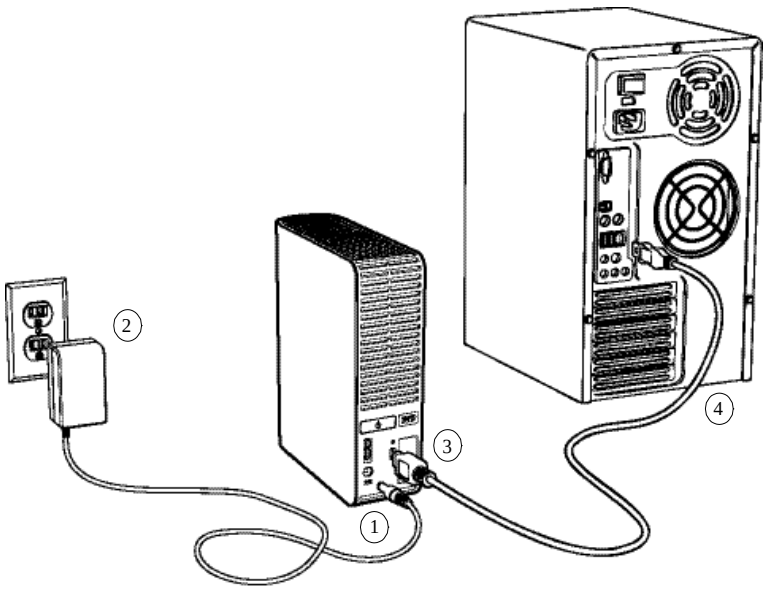


Figure 3. Connecting the My Book Drive

4. If a Found New Hardware screen appears, click **Cancel** to close it. The WD SmartWare software that is on the drive installs the proper driver for your My Book drive.
5. Verify that the My Book drive appears under My Computer in Windows Explorer.
6. Several different screens might also appear, depending on your computer's operating system:

IF your operating system is . . .	THEN . . .
Windows XP	Proceed to step 7.
Windows Vista, Windows 7 or Windows 8	Skip to step 9 on page 7.

7. For Windows XP, one or two screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	THEN . . .
Enabled	Proceed to step a.
Disabled	Skip to step b.

   a. With AutoRun (AutoPlay) enabled, the Welcome to WD SmartWare screen displays (see Figure 4).
   b. With AutoRun (AutoPlay) disabled, click to open the My Book drive listing in Windows Explorer and double-click the WD SmartWare application file to display the Welcome to WD SmartWare screen (see Figure 4).
8. Continue to "Getting Started with the WD SmartWare Software" in the next section.

   If you do not want to install the WD SmartWare software, go to "Getting Started Without the WD SmartWare Software" on page 11 instead.

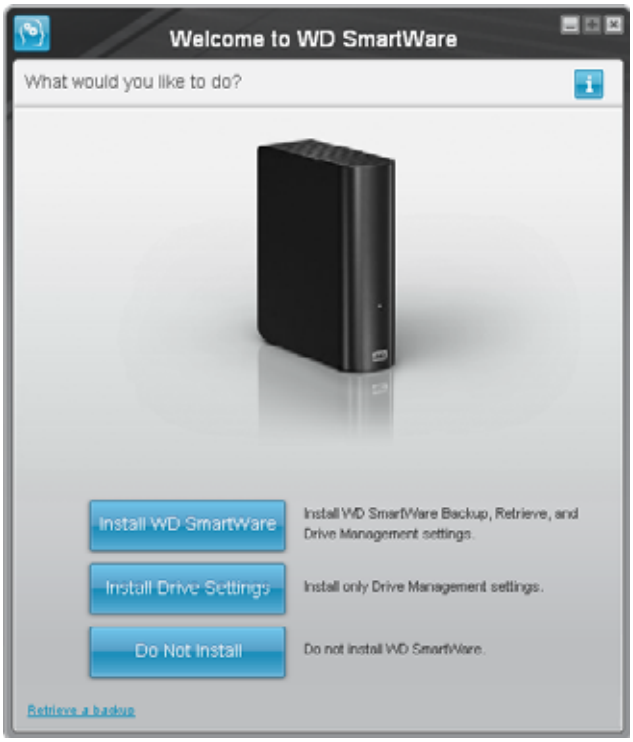

Welcome to WD SmartWare
What would you like to do?
Install WD SmartWare
Install WD SmartWare Backup, Retrieve, and Drive Management settings.
Install Drive Settings
Install only Drive Management settings.
Do Not Install
Do not install WD SmartWare.

Figure 4. Welcome to WD SmartWare Screen

Note: If a Flash Player is installed on your computer, the screen is animated.

9. For Windows Vista, Windows 7, or Windows 8, two or three screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	THEN . . .
Enabled	Proceed to step a.
Disabled	Skip to step b.

a. With AutoRun (AutoPlay) enabled, click **Open folder to view files** on the AutoPlay screen and double-click the WD SmartWare application file to display the Welcome to WD SmartWare screen (see Figure 4 on page 6).

b. With AutoRun (AutoPlay) disabled, open **Computer**, click to open the My Book drive listing in Windows Explorer and double-click the WD SmartWare application file to display the Welcome to WD SmartWare screen (see Figure 4 on page 6).

10. Continue to "Getting Started with the WD SmartWare Software" in the next section.

If you do not want to install the WD SmartWare software, go to "Getting Started Without the WD SmartWare Software" on page 11 instead.

Getting Started with the WD SmartWare Software

Steps 1 through 4 of the installation procedure install the version of the WD SmartWare software that you select. Depending on your selection:

IF you install the . . .	AND want to . . .	THEN complete steps . . .
Full version of the software,	• Run your first backup • Register your drive	5, 6, and 7.
	• Skip the backup • Register your drive,	5, 6, and 8.
Drive management version of the software,	• Register your drive,	9.

1. The **What would you like to do?** prompt on the Welcome to WD SmartWare screen provides three options for getting started with the WD SmartWare software:

IF you want to install . . .	THEN click the . . .
The full version of the WD SmartWare software, with continuous automatic backup, retrieve, and drive management features and: • Run your first backup • Register your drive	**Install WD SmartWare** button.
Only the WD SmartWare software drive management features and register your drive,	**Install Drive Settings** button.
The full version of the WD SmartWare software and retrieve files that you have already backed up to your My Book drive on another computer,	**Retrieve a backup** link.

2. Read the license agreement and click **Accept** to continue.

3. Wait for the software installation to complete. This could take several minutes.

4. After the software installation completes:

IF you clicked . . . at step 1,	THEN the WD SmartWare software displays . . .
Install WD SmartWare	The initial Backup Plan Selection screen for selecting the type of backup that you want to perform. See Figure 5 and proceed to step 5 on page 8.
Install Drive Settings	The initial Drive Settings screen for registering your drive. See Figure 7 and skip to step 9 on page 11.
Retrieve a backup	The WD SmartWare Home screen for accessing all WD SmartWare functions. See Figure 8 on page 14 and "Retrieving Backed Up Files" on page 31. This completes the getting started procedure after selecting **Retrieve a backup**.

5. On the initial Backup Plan Selection screen:
   a. Select the option for the type of backup that you want to run:
      - **Category Backup**—Finds and backs up all of the files of the selected categories on your computer.
      - **File Backup**—Backs up files or folders that you select from a folder view of your computer's internal hard drive.
   b. Click **Launch WD SmartWare** to display the initial Backup screen. See Figure 6 on page 9 and proceed to step 6 on page 10.

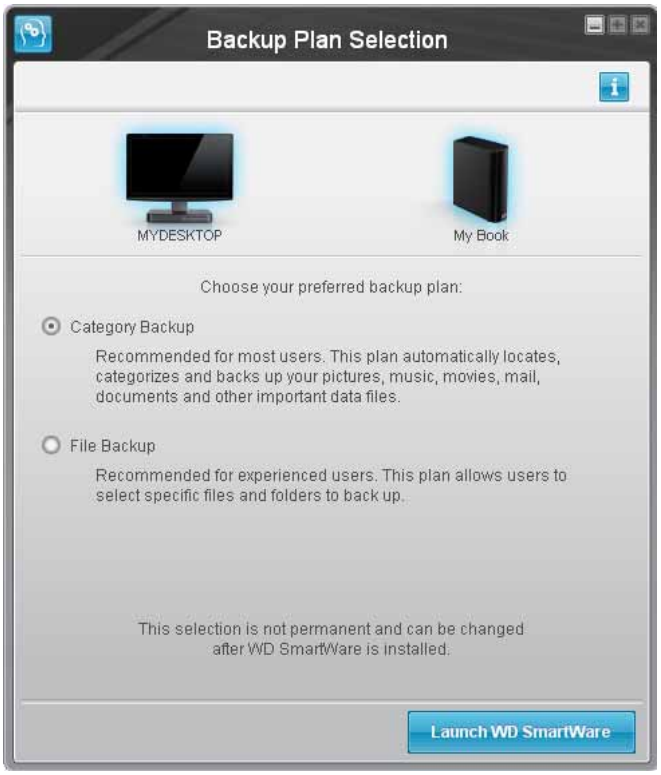
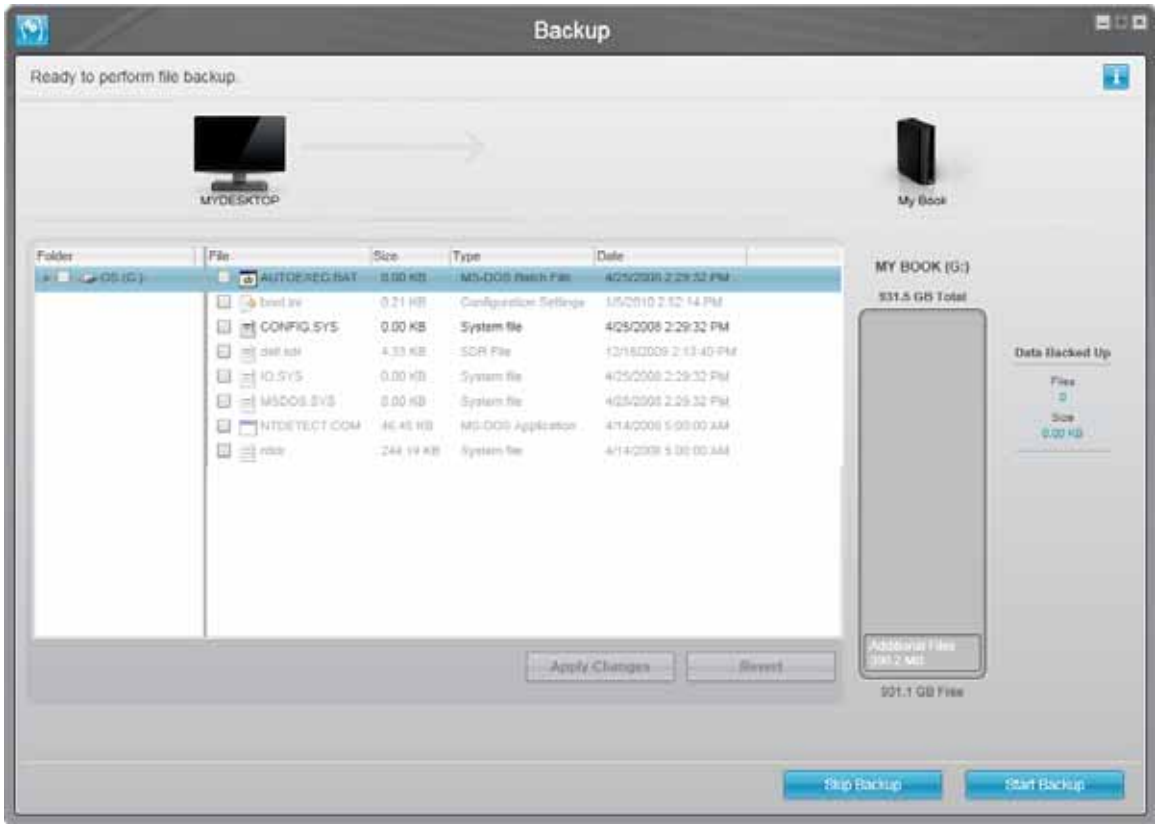

Backup Plan Selection
MYDESKTOP
My Book
Choose your preferred backup plan:
Category Backup
Recommended for most users. This plan automatically locates, categorizes and backs up your pictures, music, movies, mail, documents and other important data files.
File Backup
Recommended for experienced users. This plan allows users to select specific files and folders to back up.
This selection is not permanent and can be changed after WD SmartWare is installed.
Launch WD SmartWare

Figure 5. Initial Backup Plan Selection Screen

Initial Category Backup Screen

Note: The initial Backup screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.



Initial File Backup Screen

Figure 6. Initial Backup Screens

WD SmartWare Initial Drive Setting Screen
(After selecting **Skip Backup** at step 6 or **Continue to Settings** at step 7 on page 10)

Drive Management Initial Drive Settings Screen
(After selecting **Install Drive Settings** at step 1 on page 7)

Note: The initial Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

Figure 7. Initial Drive Settings Screens

6. On the initial Backup screen you can either:

- Run your first backup—See “Backing Up Your Computer Files” on page 26 before clicking **Start Backup** and then proceed to step 7.
- Skip the backup by clicking **Skip Backup** to display the WD SmartWare initial Drive Settings screen. See Figure 7 and skip to step 8.

7. After running your first backup:

a. Click **Continue to Settings** to display the WD SmartWare initial Drive Settings screen (Figure 7).

b. See “Registering the Drive” on page 38.

c. After registering your drive, click **Continue** to display the WD SmartWare Home screen (Figure 8 on page 14).

This completes the getting started procedure after selecting **Install WD SmartWare** and running your first backup

8. On the initial Drive Settings screen:

a. See “Registering the Drive” on page 38.

b. After registering your drive, click **Continue** to close the initial Drive Settings screen and display the WD SmartWare Home screen (Figure 8 on page 14).

This completes the getting started procedure after selecting **Install WD SmartWare** and skipping the backup.

9. On the initial Drive Settings screen:
   a. See “Registering the Drive” on page 38.
   b. After registering your drive, click **Finish** to close the initial Drive Settings screen.

   This completes the getting started procedure after selecting **Install Drive Settings**. In this case:

   - Opening the WD SmartWare software displays the drive management Home screen (see Figure 8 on page 14) with the Settings tab for performing all drive management functions (see “Managing and Customizing the Drive” on page 35).
   - Clicking the **Settings** tab displays the drive management Drive Settings screen with a **Preferences** button that you can use to enable the WD SmartWare backup and retrieve functions (see “Enabling the Backup and Retrieve Functions” on page 41).

Getting Started Without the WD SmartWare Software

If you do not install the WD SmartWare software, you can still use your My Book as an external hard drive. In this case, however, you will not be able to:

- Protect your data with automatic continuous backups (see “Backing Up Your Computer Files” on page 26)
- Retrieve earlier versions of lost, or damaged files (see “Retrieving Backed Up Files” on page 31)
- Customize your software and drive settings for the best possible performance (see “Managing and Customizing the Software” on page 43)
- Check the operational condition of your drive with built-in diagnostic features (see “Checking Drive Health” on page 39)

To forego these performance features and get started without installing the WD SmartWare software:

1. Click **Do Not Install** at the **What would you like to do?** prompt to display the **Continue without installing WD SmartWare?** prompt:

WD SmartWare
Continue without installing WD SmartWare?
If you choose not to install the WD SmartWare software, you will be unable to use the software features that let you automatically back up and retrieve files, set security to protect data on your drive, and run diagnostics on your drive.
Note: The Windows SES driver will be installed to ensure proper drive functionality.
Go Back
Continue without Install

2. Click:
   - **Continue without Install** if you still do not want to install the WD SmartWare software.
   - **Go Back** if you have changed your mind and *do* want to install the WD SmartWare software. In this case, go to “Getting Started with the WD SmartWare Software” on page 7.

3 WD SmartWare Software Functional Overview

This chapter provides a brief functional overview of the WD SmartWare software. It includes the following topics:

Home Tab Displays
Backup Tab Displays
Retrieve Tab Displays
Settings Tab Displays
Help Tab Display

All operational features and capabilities of the WD SmartWare software are presented in five tab-selected screen displays where:

The . . . tab display	Provides . . .
Home	One of two dialogs, depending on whether you install the full version or the drive management version of the WD SmartWare software. **WD SmartWare Home Tab Display—**The full version dialog has five tabs and content gauges showing the total capacity and category structure of your computer's internal hard drive, and each external My Book drive and other supported devices connected to it. If your computer has more than one: • Internal hard drive or multiple hard drive partitions, then the WD SmartWare software displays a selector box that you can use to specify the one you want to work with • External My Book drive or other supported devices connected to it, then the WD SmartWare software highlights the one you select to work with **Drive Management Home Tab Display—**The drive management dialog has three tabs and a content gauge showing the total capacity and category structure of each connected My Book drive and other supported devices. See "Home Tab Displays" on page 13.
Backup	One of two backup dialogs, depending on the backup mode that you select: • The by-category dialog provides content gauges showing the total capacity and category structure of your computer's internal hard drive, and the external drive that you are working with. • The by-file dialog provides a folder view of your computer's internal hard drive for selecting the files and folders that you want to back up. Each backup dialog also provides a: • File/category backup toggle button for switching between the two backup dialogs • Start/stop backup toggle button for controlling the backup See "Backup Tab Displays" on page 17.

The . . . tab display	Provides . . .
Retrieve	Three full-screen dialogs for selecting the: • Backup volume that you want to retrieve files from • Destination on your computer where you want to copy the retrieved files • Files that you want to retrieve See “Retrieve Tab Displays” on page 20.
Settings	One of two dialogs, depending on whether you install the full version or the drive management version of the WD SmartWare software. The full version dialog provides buttons for displaying Software Settings and Drive Settings screens. The drive management version dialog displays only the Drive Settings screen. See “Settings Tab Displays” on page 23.
Help	Instant access to: • Detailed information about backing up and retrieving files and making your software setup selections • WD Customer Support and software update services See “Help Tab Display” on page 24.
In each display, the WD SmartWare software changes the names and graphic images to match the hardware configuration of the connected devices.	

Note: In addition to the detailed Help tab information, each WD SmartWare display provides easy access to abbreviated online help to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online help icon in the upper-right corner of the display:

To close the info/online help screen after reading the online help, click the X icon in the upper-right corner of the help screen.

Home Tab Displays

The WD SmartWare software provides two different Home tab displays, depending on which version of the software you install:

- **WD SmartWare Home tab display**

  Use the WD SmartWare Home tab display to view hard drive content gauges and select:

  - The internal hard drive or hard drive partition that you want to back up files from or copy retrieved files to when your computer has more than one
  - The My Book drive or other supported device that you want to back up files to, retrieve files from, or customize when you have more than one connected to your computer

- **Drive management Home tab display**

  Use the drive management Home tab display to view the content gauge for each connected My Book drive or other supported device and select the one you want to customize.

See Figure 8 and Table 1 on page 15 for a brief functional description of the Home tab displays.

WD SmartWare Home Tab Display

Drive Management Home Tab Display

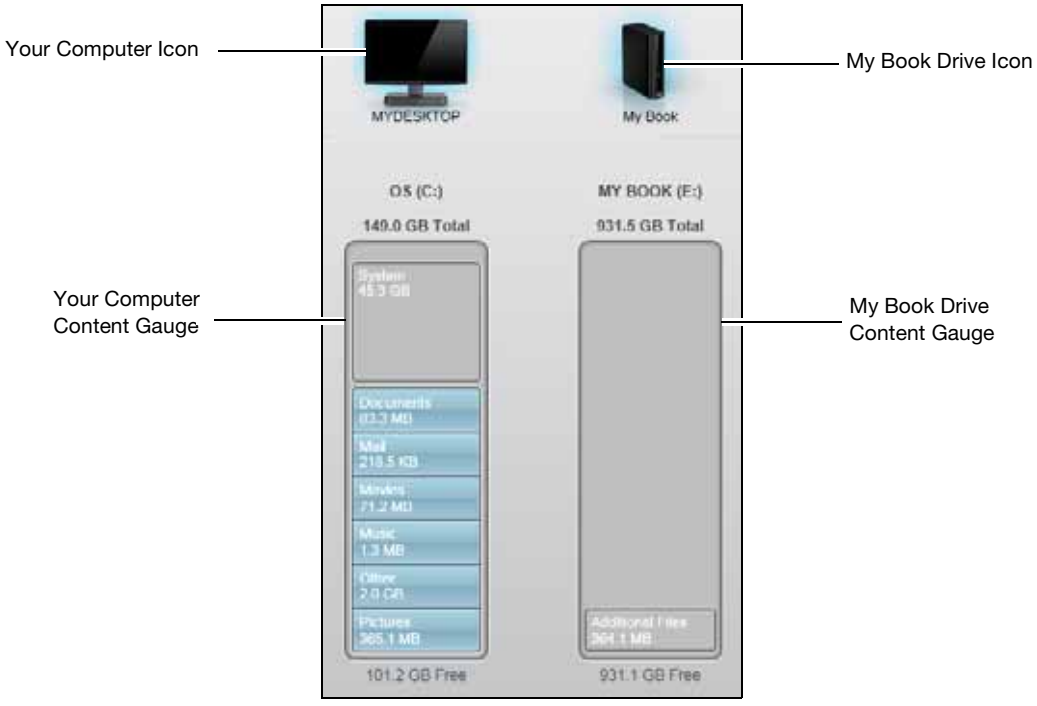
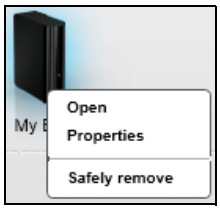


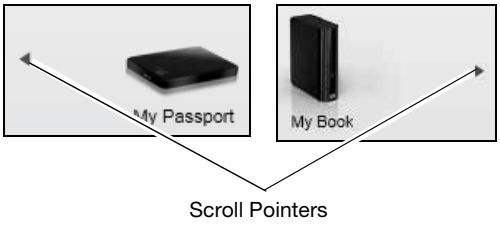
Figure 8. Home Tab Displays

Table 1. Home Tab Functional Description

Display Component	Description
Your computer icon	Provides a graphic representation and name of the internal hard drive or drive partition on your computer that the WD SmartWare software will access for backup and retrieve functions. Right-clicking the icon and clicking **Properties** displays the Windows System Properties dialog:
Internal drive selector box	(Not shown in Figure 8 on page 14.) If your computer has more than one internal hard drive or drive partition, the WD SmartWare software displays a selector box below your computer icon for specifying the drive or partition that you want to use for backup and retrieve functions:
My Book drive icon	Provides a graphic representation and name of the My Book drive connected to your computer. If you have more than one supported device connected to your computer, left-click the icon for the one that you want to use for backup, retrieve, and drive management functions. The WD SmartWare software highlights your selection with a light-blue shadow background: Right-clicking the drive icon displays a menu with options for: • **Open**—To display the drive listing in Windows Explorer • **Properties**—To display the Windows Drive Properties dialog • **Safely remove**—To prepare your system to disconnect the drive 

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Drive display scroll pointers	(Not shown in Figure 8 on page 14.) One installation of the WD SmartWare software supports as many drives as you system can handle. When the number of connected drives exceeds the display capacity, the WD SmartWare software displays left/right drive display scroll pointers for viewing all of them: 
Your computer's content gauge	The content gauge for your computer's internal hard drive shows all of your files that are available for a category-type backup against a blue background in six categories where: **This file category** — **Includes files with these extensions** **Documents** — .doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions **Mail** — .mail, .msg, .pst., and other mail extensions **Music** — .mp3, .wav, .wma, and other music extensions **Movies** — .avi, .mov, .mp4, and other movie extensions **Pictures** — .gif, .jpg, .png, and other picture extensions **Other** — Others that do not belong in the five main categories For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at *http://support.wdc.com*.

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Your computer's content gauge (continued)	Note that: • The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for a category-type backup, including: system files, program files, applications, working files like .tmp and .log files, and *any* files that are stored in a Temp folder. When you select and run a file-type backup, the name of the **System** category changes to **Excluded** and it then includes all of the files that were *not included* in your file backup. • Because they change so frequently, Outlook .pst files are only backed up once every 24 hours. This exclusion does not apply to other mail application files. • The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for a category-type backup. • Hovering the pointer over a category displays the number of files in the category.
My Book drive content gauge	After installing the WD SmartWare software—before running your first backup or copying any files to the drive, the content gauge for your My Book drive shows only a small number of files in the **Additional Files** category. These are the system files and hidden files that your computer's operating system put there when you installed the drive. After running a backup or copying files to the drive, this content gauge shows all of the files in the same categories as the content gauge for your computer's internal hard drive (see "Your computer's content gauge" on page 16).

Backup Tab Displays

The WD SmartWare software provides one of two different Backup tab displays, depending on how you want to select files to back up:

- By category—As shown in the content gauges
- By file—As shown in the folder structure of your computer's internal hard drive

Use the WD SmartWare Backup tab displays to select the files or categories of files that you want to back up and control the backup operation.

See Figure 9 and Table 2 on page 18 for a brief functional description of the Backup tab displays.

Backup by Category Display

Backup by Files Display

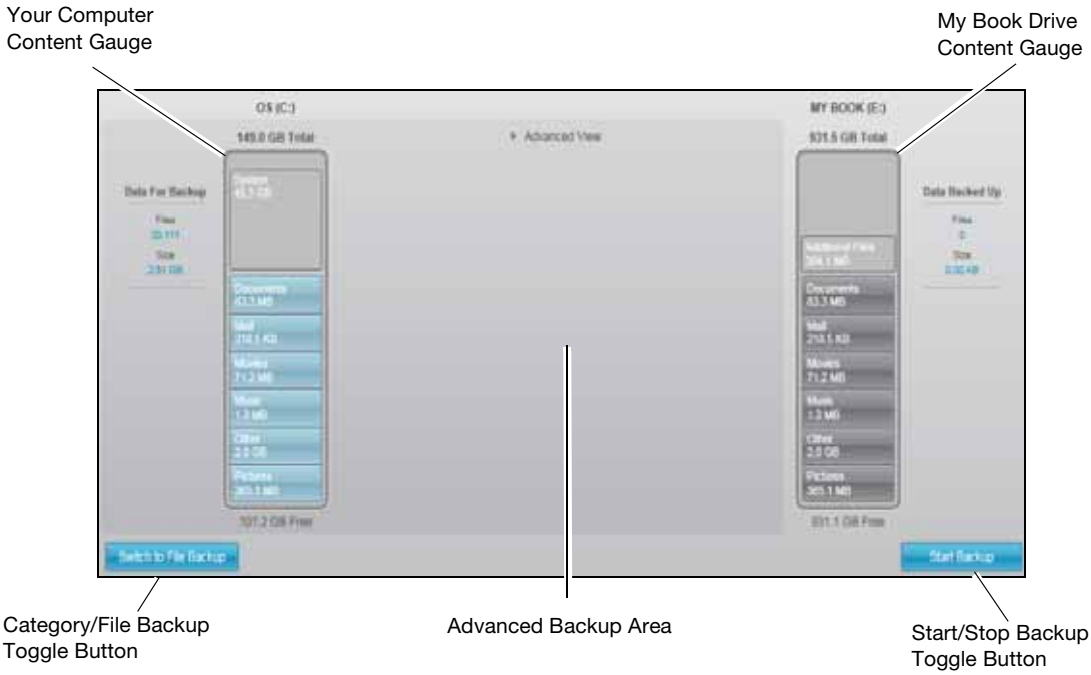


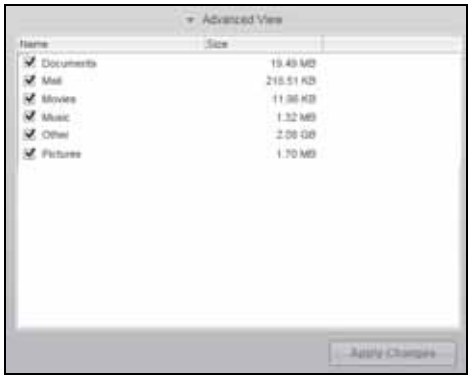
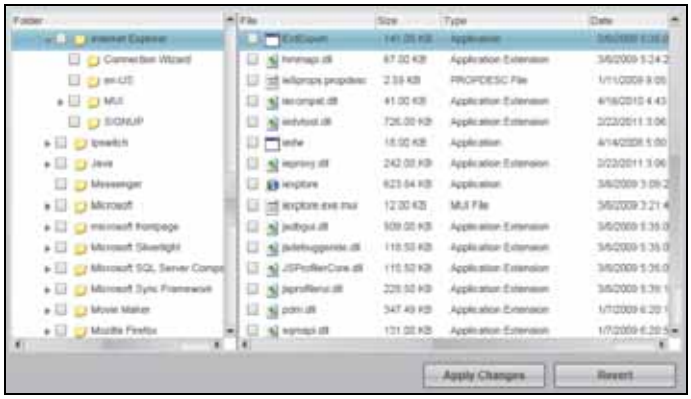
Figure 9. Backup Tab Displays

Table 2. Backup Tab Functional Description

Display Component	Description
Your computer's content gauge	Same as the content gauge for your computer's hard drive on the Home tab display. (See "Your computer's content gauge" on page 16.)
My Book drive content gauges	Same as the content gauge for your My Book drive on the Home tab display. (See "My Book drive content gauge" on page 17.)

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Advanced backup area	In category mode, the initial/default configuration of the WD SmartWare software is to back up all of your files. In this configuration, the advanced backup area is blank. Clicking **Advanced View** displays a backup files selection box that you can use to specify the categories of files that you want to back up:  Clicking **Apply Changes** in the backup files selection box updates the content gauge for your computer and your My Book drive. Clicking **Switch to File Backup** displays a folder structure view that you can use to specify individual files or folders that you want to back up:  *Note:* The folder structure displaces the content gauge for your computer on the Backup tab display. In file mode, the initial/default configuration of the WD SmartWare software is with *none* of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking: • **Apply Changes** updates the content gauge for your My Book drive. • **Revert** clears your recent selections and redisplays the prior applied configuration.

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Start/Stop Backup toggle button	Controls backup operations by starting and stopping the backup.
Switch to Category/File Backup toggle button	Switches the backup mode between categories and individual files: • Category mode—Backs up files according to their categories, as shown in the content gauges for your computer and your drive. The button name is **Switch to File Backup** when the backup mode is category. • File mode—Backs up files according to their folder structure on your computer. The button name is **Switch to Category Backup** when the backup mode is file.

Retrieve Tab Displays

Three WD SmartWare software Retrieve tab displays guide you through the tasks for finding backup files and copying them to your computer's internal hard drive:

- Selecting the backup volume to retrieve from
- Selecting the destination for retrieved files
- Selecting the files to retrieve from your My Book drive

See Figure 10 and Table 3 on page 21 for a brief functional description of the Retrieve tab displays.

Backed Up Volumes Selection Box

Select a Volume to Retrieve From Display

Retrieve Destination Option Buttons

Change Retrieve Folder Box
and Browse Button

Select a Destination for Retrieved Files Display

Retrieve Files Option Buttons

Retrieve Some Files Selection Box

Start Retrieving/Cancel Retrieving
Toggle Button

Select Content to Retrieve Display

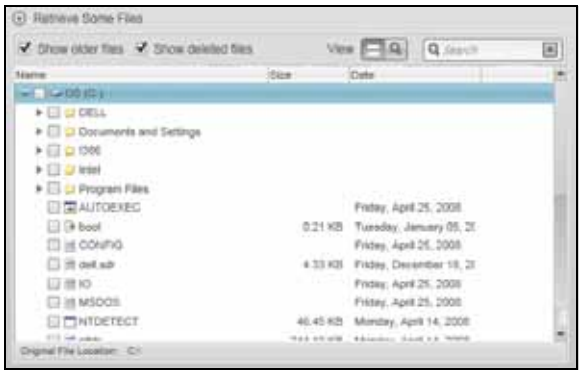
Figure 10. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

Display Component	Description
Backed Up Volumes selection box	Lists the backed up volumes that are available to retrieve files from on the selected My Book drive. You *must* select a backup volume before you can click **Next** to continue with the retrieve operation.
Change retrieve folder box and Browse button	By default, the WD SmartWare software creates and uses a folder named Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder, use the Browse function and click **Apply**.

(Continued)

Table 3. Retrieve Tab Functional Description (Continued)

Display Component	Description
Retrieve destination option buttons	Specify the location on your computer's internal hard drive where you want to copy the files retrieved from the selected My Book drive: • **To the Original Places** copies the retrieved files to the same location that they were backed up from • **To a Retrieved Content Folder** copies all of the retrieved files to a single folder
Retrieve files option buttons	By default, the **Retrieve Some Files** option is selected and the WD SmartWare software displays the Retrieve Some Files selection box that you can use to find and retrieve only selected files or folders. Selecting the **Retrieve All Files** option closes the Retrieve Some Files selection box and the WD SmartWare software retrieves all of the files from the selected backup volume on the selected drive.
Retrieve some files selection box	Displays all of the files from the selected backup volume on the selected drive in a folder structure with check boxes for selecting individual files or folders: 
Start/Cancel Retrieving toggle button	Controls retrieve operations by starting and canceling the retrieve.

Settings Tab Displays

See Figure 11 and Table 4 for a brief functional description of the Settings tab displays.

WD SmartWare Settings Tab Display

Drive Management Settings Tab Display/Drive Settings Screen

WD SmartWare Software Settings Screen

WD SmartWare Drive Settings Screen

Figure 11. Settings Tab Displays

Table 4. Settings Tab Functional Description

Display Component	Description
Drive Erase button	Displays the Drive Erase dialog for erasing your drive.
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Preferences button	Displays the Set Preferences dialog for enabling/disabling the option that automatically checks for software updates.
Registration button	Displays the Register Drive dialog for registering your drive.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Set Up Drive button	Displays the Drive Settings dialog for managing and customizing your drive.
Set Up Software button	Displays the Set Up Software dialog for managing and customizing the WD SmartWare software.
Sleep Timer button	Displays the Set Sleep Timer dialog for specifying the period of inactivity for turning off your drive.

Help Tab Display

The WD SmartWare Help tab display provides quick access to Learning Center topics and links to online support services.

See Figure 12 and Table 5 for a brief functional description of the Help tab display.

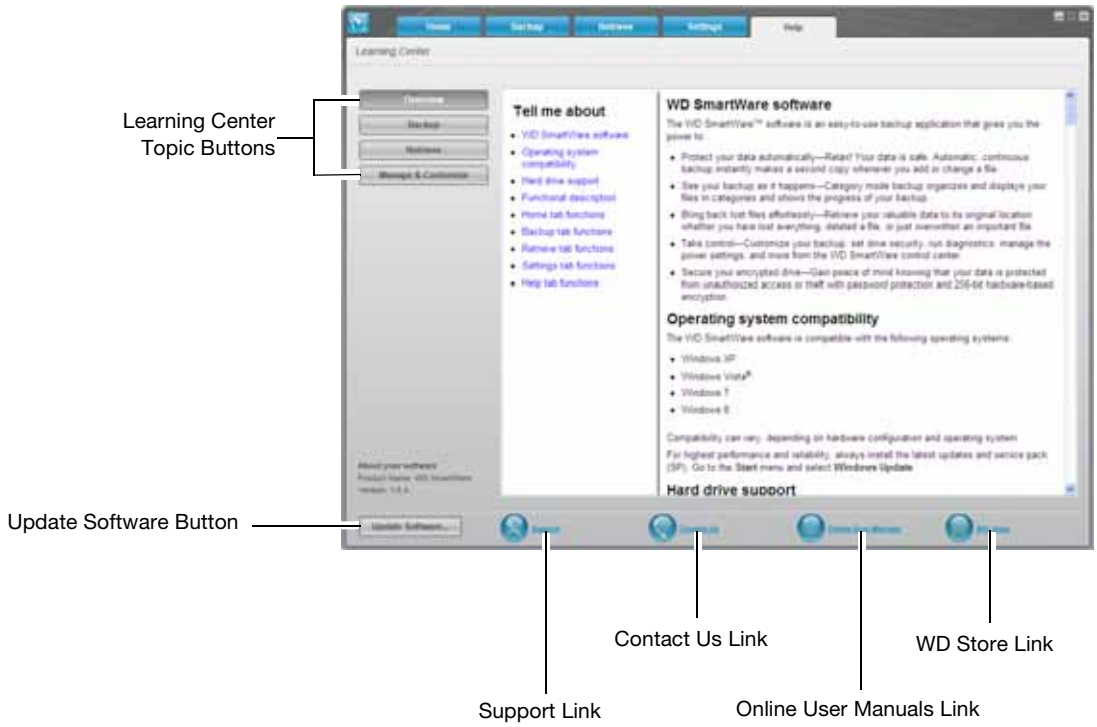


Figure 12. Help Tab Display

Table 5. Help Tab Functional Description

Display Component	Description
Contact Us link	Uses your Web browser to connect to the WD Service & Support Contact Us page at *http://support.wdc.com/contact*.
Learning Center topic buttons	Provide links to display the main Learning Center help topics: • Overview • Backup • Retrieve • Manage & Customize
Online User Manuals link	Uses your Web browser to connect to the user manual page for WD SmartWare manuals at: *http//www.wdc.com/wdproducts/wdsmartware/um.asp*. There, you can select and open the online version of the user manual for your My Book drive.

(Continued)

Table 5. Help Tab Functional Description (Continued)

Display Component	Description
Support link	Uses your Web browser to connect to the WD Service & Support Home page at *http://support.wdc.com*.
Update Software button	Uses your Web browser to compare the versions of your WD SmartWare software and the firmware of the selected My Book drive with the most-recent available versions. If updated software or firmware is available, the WD SmartWare software prompts you do download and install it.
WD Store link	Uses your Web browser to connect to the WD online store at: *http://store.westerndigital.com/store/wdus*.

4

Backing Up Your Computer Files

This chapter includes the following topics:

How the Backup Function Works
Backing Up Files

How the Backup Function Works

The WD SmartWare software automatically and continuously backs up all of your important data files to your My Book drive—music, movies, photos, documents, email, and other files.

After the WD SmartWare software categorizes the different types of files on your computer's internal hard drive, clicking the **Start Backup** button backs all of them up. Or you can select specific files, folders, or categories of files to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on or copied to your internal hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Book drive connected to your computer.

Note: Automatic backup protection is continuous for as long as your My Book drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Backing Up Files

1. On the Home screen:

a. If you are going to back up files by category AND your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to back up first:

b. If you have more than one My Book drive or other supported devices connected to your computer, select the one that you want to back up files to:

2. Click the **Backup** tab to display the Backup screen (see Figure 9 on page 18).

3. On the Backup screen:

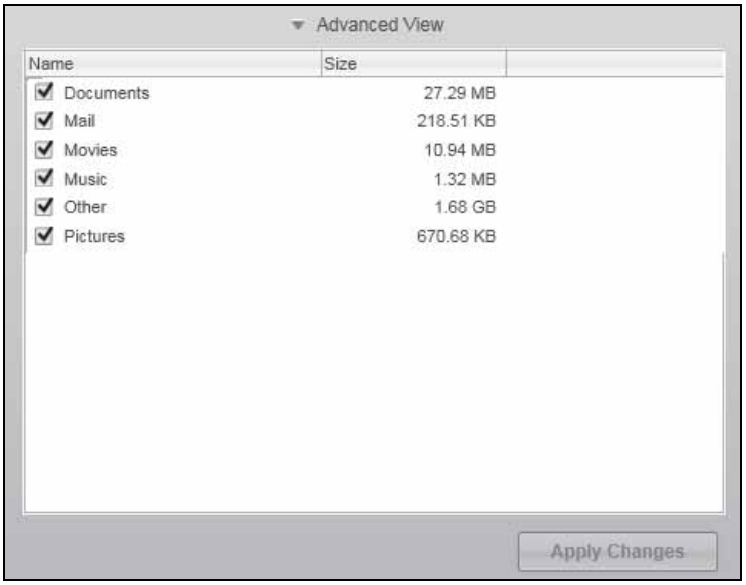
IF you want to back up . . . on the internal hard drive,	**THEN . . .**
All of the categories of files	Proceed to step 4.
Selected categories of files	Skip to step 5.
All of the files and folders	Skip to step 6 on page 28.
Selected files or folders	Skip to step 7 on page 29.

4. To back up all of the categories of files on the internal hard drive:

a. Verify that the backup mode is category and that **Ready to perform category backup** appears at the upper-left corner of the Backup screen.

If the backup mode is file and **Ready to perform file backup** appears there, then click the **Switch to Category Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. Click **Advanced View** to open the backup by categories selection box and verify that the check boxes for all six categories are selected:



c. As required, select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Book drive.

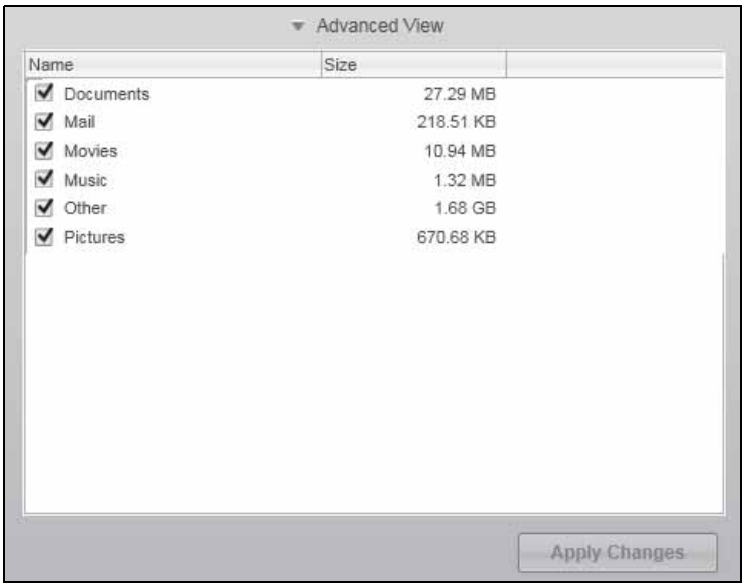
d. Click **Start Backup** to begin backing up all categories of files on the internal hard drive and skip to step 8 on page 29.

5. To backup selected categories of files:

a. Verify that the backup mode is category and that **Ready to perform category backup** appears at the upper-left corner of the Backup screen.

If the backup mode is file and **Ready to perform file backup** appears there, then click the **Switch to Category Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. Click **Advanced View** to open the backup by categories selection box:



c. In the backup by categories selection box:

- Clear the check boxes for the categories of files that you want to exclude from the backup.
- As required, select the check boxes for the categories of files that you want to include in the backup.

d. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Book drive.

e. Click **Start Backup** to begin backing up the selected categories of files and skip to step 8 on page 29.

6. To back up all of the files and folders on the internal hard drive:

a. Verify that the backup mode is file and that **Ready to perform file backup** appears at the upper-left corner of the Backup screen.

If the backup mode is category and **Ready to perform category backup** appears there, then click the **Switch to File Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. In the backup by files selection box, select the check box for your computer's internal hard drive:

If your computer has more than one internal hard drive, select the check box for each one.

c. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Book drive.

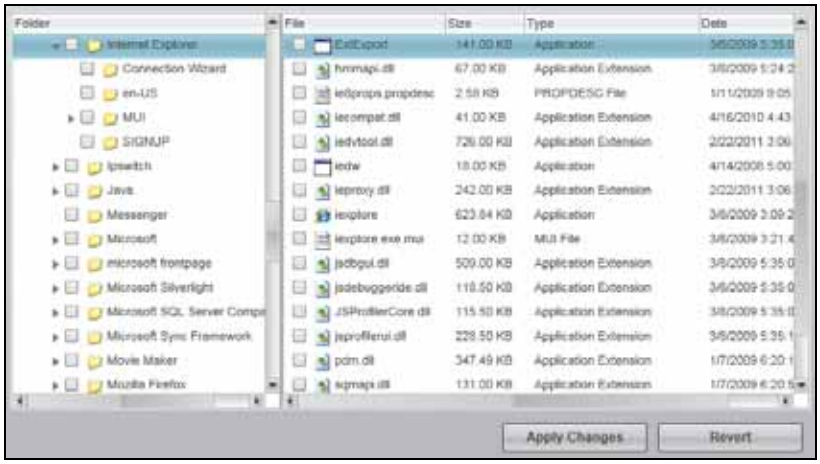
d. Click **Start Backup** to begin backing up all of files and folders on the internal hard drive and skip to step 8 on page 29.

7. To backup selected files or folders:

a. Verify that the backup mode is file and that **Ready to perform file backup** appears at the upper-left corner of the Backup screen.

If the backup mode is category and **Ready to perform category backup** appears there, then click the **Switch to File Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. In the backup by files selection box, click the pointers to open the folder structure:



c. Select the check boxes for the individual files or folders that you want to back up.

Note that selecting a folder check box automatically selects all of the subfolders and files in the folder.

d. Click **Apply Changes** to create a custom backup plan and update the content gauge for your My Book drive

Note: Clicking **Revert** clears your recent selections and redisplays the prior applied configuration.

e. Click **Start Backup** to begin backing up the selected files or folders and proceed to step 8.

8. During the backup:

- A progress bar and message indicate the amount of data that has been backed up.
- For a category backup, the blue background in the content gauge for your computer's internal hard drive changes to yellow/amber for all of the files that have not yet been backed up.
- The gray background for categories or files in the content gauge for your My Book drive changes to blue as the backup completes.
- You can continue to set up your drive or perform any other functions because the WD SmartWare software backs up your files in the background.
- The **Start Backup** toggle button changes to **Stop Backup** for stopping the backup (see step 10 on page 30).

9. Appearance of a backup successfully finished message means that the backup completed normally.

   If any files could not be backed up, the WD SmartWare software displays a:

   - Caution message indicating the number of files involved
   - View link that you can click to see a list of the files and the reasons they were not backed up

   Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

   - Saving and closing all of your open files
   - Closing all running applications—including your email program and Web browser

   Important: Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

   The best long-term solution would be to relegate the drive to long-term archive storage and:

   a. Click the **Help** tab.
   b. Click the **WD Store** link to view the Western Digital Online Store website.
   c. Click **External Hard Drives** and select the best drive to suit your future requirements.

10. If you clicked **Stop Backup** at step 8, the **Stop backup?** confirmation message reminds you that the WD SmartWare software runs your backup job in the background so you can continue using your computer for other things during the backup.

    To continue, click either:

    - **Continue Backup** to disregard your request and resume the backup
    - **Stop Backup** to follow through with your request and stop the backup

11. If you backed up files by category and your computer has more than one internal hard drive or multiple drive partitions, repeat the backup procedure for each one.

5

Retrieving Backed Up Files

This chapter includes the following topics:

How the Retrieve Function Works
Retrieving Files

How the Retrieve Function Works

The WD SmartWare software makes it easy for you to retrieve backed up files from your My Book drive and copy them to either:

- Their original locations on your computer
- A special retrieve folder

Retrieve is generally a five-step process:

1. Select the My Book drive to retrieve files from on the Home screen.
2. Select the backup volume that you want to retrieve files from.
3. Specify the destination where you want to copy the retrieved files—either a special retrieve folder or their original locations.
4. Specify what you want to retrieve—either individual files, folders, or everything.
5. Retrieve the files.

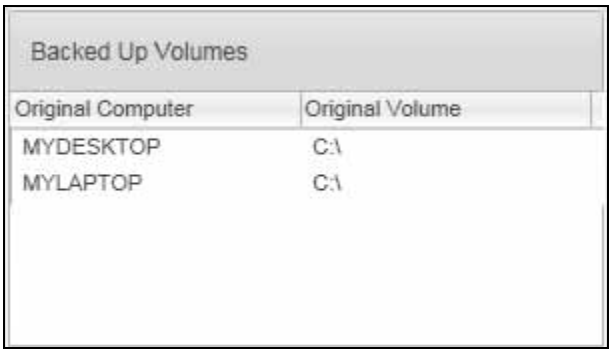
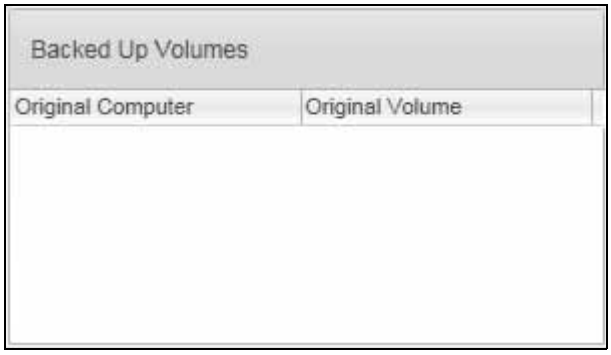
Retrieving Files

1. On the Home screen:
   a. If your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to copy retrieved files to:

   b. If you have more than one My Book drive or other supported devices connected to your computer, select the one that has the files you want to retrieve:

2. Click the **Retrieve** tab to display either the:
   - Select a destination for retrieved files dialog
   - Select a volume to retrieve from dialog

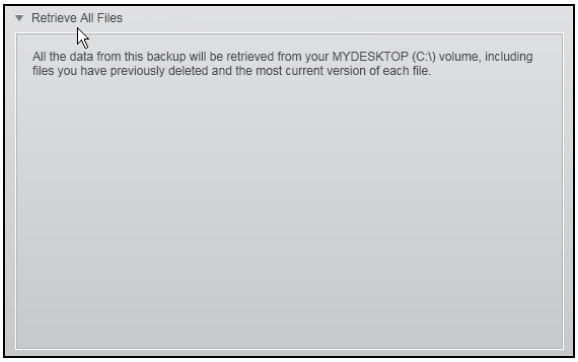
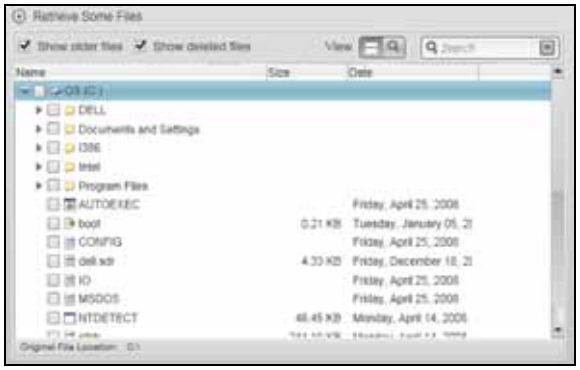
   (See Figure 10 on page 21.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
Created a single backup on the selected My Book drive from your computer,	Select a destination for retrieved files dialog: Proceed to step 3 on page 33.
Created multiple backup volumes on the selected My Book drive from either: • Different internal hard drives or hard drive portions on your computer • Different computers	Select a volume to retrieve from dialog with the available volumes listed in the **Backed Up Volumes** selection box:  In this case: a. In the **Backed Up Volumes** selection box, select the volume that you want to retrieve files from. b. Click **Next** to display the Select a destination for retrieved files dialog. c. Proceed to step 3 on page 33.
Not run a backup on the selected My Book drive,	The Select a volume to retrieve from dialog with nothing listed in the **Backed Up Volumes** selection box:  You cannot retrieve files from a drive that does not have a backup volume. Click the **Home** tab and return to step 1-b on page 31 to select the My Book drive that has the files you want to retrieve.

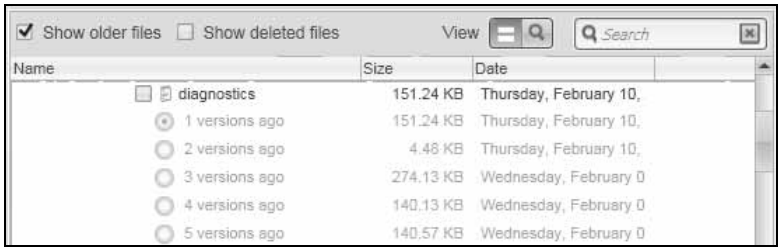
3. On the Select a destination for retrieved files dialog:

IF you want to copy your retrieved files to . . .	THEN select the . . . option.
Their original locations on your computer's internal hard drive,	**To the Original Places** *Note:* The **To the Original Places** option is not available if you selected a backup volume from another computer at step 2 on page 31.
A retrieved content folder,	**In a Retrieved Content Folder** The default folder is Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder: a. Click **Browse** and use the browse function to identify the new folder. b. Click **Apply** to save and implement the new folder specification.

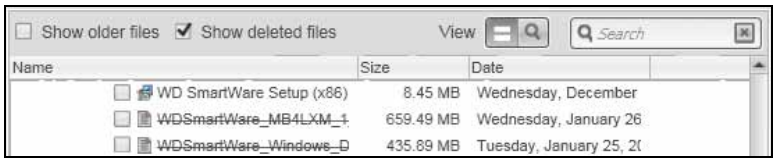
4. Click **Next** to display the Select content to retrieve... dialog.

IF you want to retrieve . . . from the selected backup volume	THEN select the . . .
All of the files	**Retrieve All Files** option and skip to step 6 on page 34. 
Selected files or folders	**Retrieve Some Files** option to open the Retrieve Some Files selection box and proceed to step 5 on page 34. 

5. In the Retrieve Some Files selection box, navigate through the folder structure to find the files you want. You can also use the search box by typing the name (or partial name) of the file or folder:
   - Select the **Show older files** check box to display the different backed up versions of your files:



   - Select the **Show deleted files** check box to display backed up files that have been deleted:



   - Select the **View** icon to list individual files.
   - To find a file, type all or part of the file name in the search box and press the **Enter** key to initiate the search.

     To eliminate the search filter, delete all of the text in the search box and press **Enter.**
   - Select the check boxes for the files or folders that you want to retrieve.
6. Click **Start Retrieving**.
7. During the retrieve:
   - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
   - A **Cancel Retrieving** button is available for stopping the retrieve.
8. A **Retrieval accomplished** message signifies completion of the retrieve.

   A **Partial retrieve accomplished** message means that all of the files you selected for the retrieve were not copied to the specified retrieve location. In this case, either a:
   - **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
   - **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

6 Managing and Customizing the Drive

This chapter includes the following topics:

Using the WD Quick View Icon
- Opening the WD SmartWare Software
- Checking Drive Status
- Monitoring Icon Alerts
- Safely Disconnecting the Drive

Customizing Your Drive Settings
- Registering the Drive
- Checking Drive Health
- Setting the Drive Sleep Timer
- Erasing the Drive

Enabling the Backup and Retrieve Functions
Restoring the WD SmartWare Software and Disk Image

Using the WD Quick View Icon

After you have installed the WD SmartWare software, the WD Quick View icon displays in the Windows taskbar:

By clicking the icon, you can:

- Open the WD SmartWare software
- Check the drive status
- Monitor icon alerts
- Safely disconnect the drive

The following sections describe how to use the icon and other ways to do these things.

Opening the WD SmartWare Software

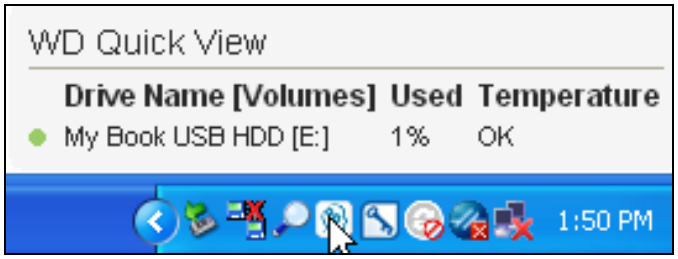
If the WD SmartWare software does not start automatically, you can start it by:

- Left- or right-clicking the WD Quick View icon and selecting **WD SmartWare**:

- Clicking **Start** > **(All) Programs** > **Western Digital** > **WD SmartWare** > **WD SmartWare**

Checking Drive Status

Hover the pointer over the WD Quick View icon to see the drive capacity used and drive temperature status:



Monitoring Icon Alerts

The WD Quick View icon flashes to indicate drive status:

IF the WD SmartWare icon flashes . . .	THEN the drive might be . . .
Green and white,	In a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
Red and white,	Overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

Safely Disconnecting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

You can safely disconnect the drive from your computer by using either:

- The WD Quick View icon
- The drive power button
- The drive icon on the WD SmartWare Home screen

Using the WD Quick View Icon

1. Right-click the WD Quick View icon and then click **Safely remove My Book USB HDD**:

   You might hear the drive power down.

2. Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Using the Drive Power Button

1. Press the power button on the back of the My Book drive.

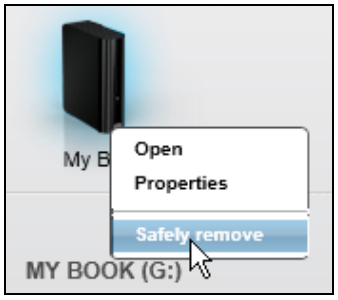
   You might hear the drive power down.

2. Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

   Note: If you disconnect the drive after using the power button to turn it off, when you reconnect it to your running computer, the drive automatically powers on. If you leave the drive connected to your computer after using the power button to turn it off, you must press the power button again to turn it back on.

Using the Home screen drive icon

1. Right-click the drive icon on the WD SmartWare Home screen and select the **Safely remove** option:



   You might hear the drive power down.

2. Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance:

- Registration—Register your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- Diagnostics—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turn your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the contents on the drive.
- Preferences—Check for software updates and enable the Backup and Retrieve functions if you selected **Install Drive Settings** at the **What would you like to do?** prompt when you installed the WD SmartWare software.

To customize your drive settings for the best possible performance, on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (see Figure 11 on page 23):

IF you want to . . .	THEN click . . .	AND see . . .
Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,	**Registration**	"Registering the Drive" on page 38.
Run drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" on page 39.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 40.
Erase your drive so you can retrieve the space and start over with a fresh set of backups,	**Drive Erase**	"Erasing the Drive" on page 41.
Change the option that checks for software updates whenever you reconnect your WD SmartWare drive to your compute,	**Preferences** (Available on either the Software Settings screen or the drive management Drive Settings screen)	"Checking for Software Updates" on page 44.
Enable the Backup and Retrieve functions,	**Preferences** (Only available on the drive management Drive Settings screen)	"Enabling the Backup and Retrieve Functions" on page 41.

Registering the Drive

The WD SmartWare software uses your computer's Internet connection to register your drive. To register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. Click the **Settings** tab to display either the WD SmartWare Settings tab display or the drive management Drive Settings screen (see Figure 11 on page 23).
3. If you opened the WD SmartWare Settings tab display, click **Set Up Drive** to display the WD SmartWare Drive Settings screen.
4. On the Drive Settings screen, click **Registration** to display the Register Drive dialog:

Register Drive
WD lets you register your drive to receive software update notifications and customer support.
First name*
Last name*
E-mail address*
*Required Field
Preferred language
English
Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.
WD privacy policy
Register Drive

5. On the Register Drive dialog:
   a. Type your first name in the **First name** box.
   b. Type your last name in the **Last name** box.
   c. Type your email address in the **E-mail address** box.
   d. Select your language in the **Preferred language** box.
   e. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive notifications about software updates, product enhancements, and price discount opportunities.
   f. Click **Register Drive**.

Checking Drive Health

The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **Quick SMART Status**

  SMART is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a quick SMART status check is a pass or fail evaluation of the drive's condition.

  The quick SMART status check completes within a second or two.

- **Quick Drive Test**

  Your My Book drive has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.

  The quick drive test can take several minutes to complete.

- **Complete Drive Test**

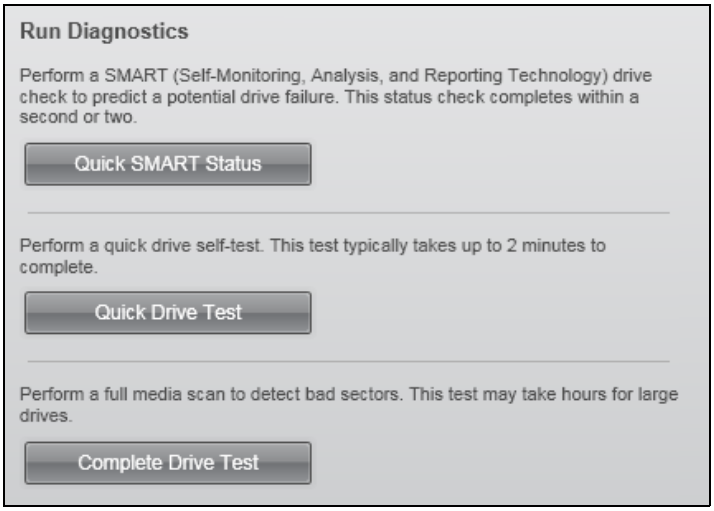
  The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad-sector markers as required.

  The complete drive test can take several hours to complete, depending on the size and data configuration of your drive.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when backing up or retrieving files.

1. Click the **Settings** tab to display either the WD SmartWare Settings tab display or the drive management Drive Settings screen (see Figure 11 on page 23).

2. If you opened the WD SmartWare Settings tab display, click **Set Up Drive** to display the WD SmartWare Drive Settings screen.
3. On the Drive Settings screen, click **Diagnostics** to display the Run Diagnostics dialog:

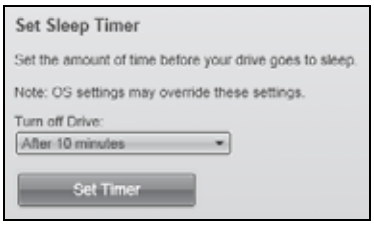

Run Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) drive check to predict a potential drive failure. This status check completes within a second or two.
Quick SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test may take hours for large drives.
Complete Drive Test

4. On the Run Diagnostics dialog, click the button for the test that you want to run:
   - **Quick SMART Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. Click the **Settings** tab to display either the WD SmartWare Settings tab display or the drive management Drive Settings screen (see Figure 11 on page 23).
2. If you opened the WD SmartWare Settings tab display, click **Set Up Drive** to display the WD SmartWare Drive Settings screen.
3. On the Drive Settings screen, click **Sleep Timer** to display the Set Sleep Timer dialog:


Set Sleep Timer
Set the amount of time before your drive goes to sleep.
Note: OS settings may override these settings.
Turn off Drive:
After 10 minutes
Set Timer

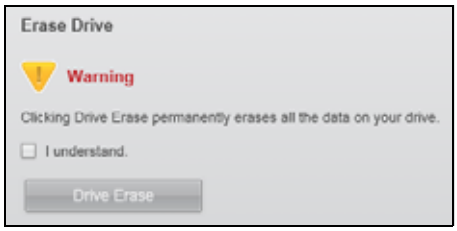
1. On the Set Sleep Timer dialog:
   a. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
   b. Click **Set Timer** to save and implement your sleep timer selection.

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

Note: Erasing your drive also deletes the WD SmartWare software and all of the support files, utilities, online help and user manual files. You can download these to restore your My Book to its original configuration after erasing the drive.

1. Click the **Settings** tab to display either the WD SmartWare Settings tab display or the drive management Drive Settings screen (see Figure 11 on page 23).
2. If you opened the WD SmartWare Settings tab display, click **Set Up Drive** to display the WD SmartWare Drive Settings screen.
3. On the Drive Settings screen, click **Drive Erase** to display the Erase Drive dialog:



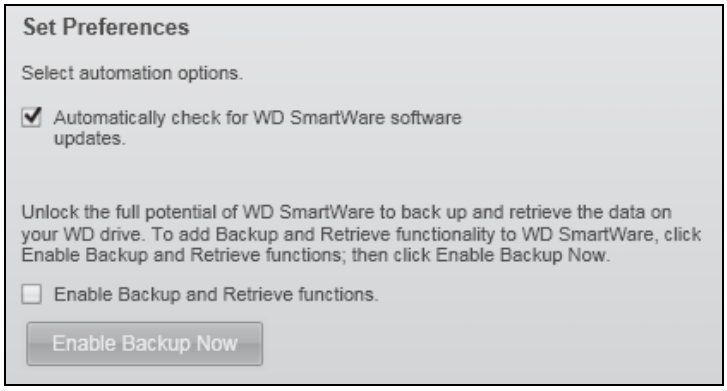
4. On the Erase Drive dialog:
   a. Read the warning about the loss of data if you erase your drive.
   b. Select the **I understand** check box to signify that you accept the risk.
   c. Click **Drive Erase**.

After the drive erase operation completes, see “Restoring the WD SmartWare Software and Disk Image” on page 42.

Enabling the Backup and Retrieve Functions

If you selected **Install Drive Settings** at the **What would you like to do?** prompt on the Welcome to WD SmartWare screen and now want to enable the Backup and Retrieve functions:

1. On the drive management Drive Settings screen (see Figure 11 on page 23), click **Preferences** to display the Set Preferences dialog:


Set Preferences
Select automation options.
Automatically check for WD SmartWare software updates.
Unlock the full potential of WD SmartWare to back up and retrieve the data on your WD drive. To add Backup and Retrieve functionality to WD SmartWare, click Enable Backup and Retrieve functions; then click Enable Backup Now.
Enable Backup and Retrieve functions.
Enable Backup Now

2. On the Set Preferences dialog:
   a. Select the **Enable Backup and Retrieve functions** check box.
   b. Click **Enable Backup Now** to:
      - Add the **Backup** and **Retrieve** tabs to the Home screen display
      - Add the **Set Up Software** and **Set Up Drive** options to the Settings screen
      - Remove the **Preferences** option from the Drive Settings screen

Restoring the WD SmartWare Software and Disk Image

In addition to deleting all of the data on your My Book drive, erasing or reformatting the drive also removes the WD SmartWare software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD SmartWare software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD SmartWare software and disk image on your My Book drive. To do this, after you have erased or reformatted the drive, go to *http://support.wdc.com* and see Knowledge Base answer ID 7.

7 Managing and Customizing the Software

This chapter includes the following topics:

Specifying the Number of Backup Versions
Specifying a Different Retrieve Folder
Checking for Software Updates
Uninstalling the WD SmartWare Software

Specifying the Number of Backup Versions

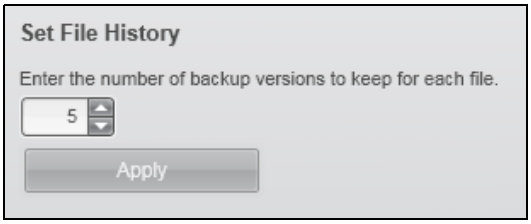
The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you. You always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep from 1 to 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

1. Click the **Settings** tab and **Set Up Software** to display the Software Settings screen (see Figure 11 on page 23).
2. On the Software Settings screen, click **File History** to display the Set File History dialog:



3. On the Set File History dialog:
   a. Use the selection box to specify the number of backup versions that you want to keep for each file, from 1 to 25.
   b. Click **Apply**.

Specifying a Different Retrieve Folder

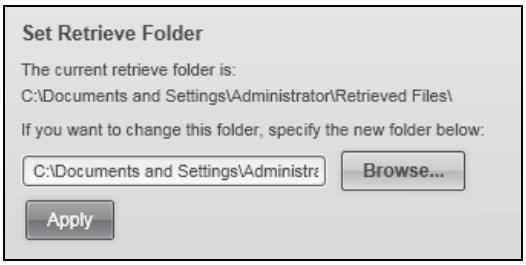
When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Contents subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.

2. Click the **Settings** tab and **Set Up Software** to display the Software Settings screen (see Figure 11 on page 23).
3. On the Software Settings screen, click **Retrieve Folder** to display the Set Retrieve Folder dialog:


Set Retrieve Folder
The current retrieve folder is:
C:\Documents and Settings\Administrator\Retrieved Files\
If you want to change this folder, specify the new folder below:
C:\Documents and Settings\Administra
Browse...
Apply

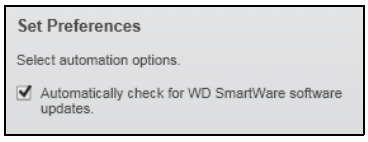
4. On the Set Retrieve Folder dialog:
   a. Click **Browse** and use the browse function to identify the new retrieve folder.
   b. Click **Apply**.

Checking for Software Updates

When enabled, the Preferences option checks for software updates each time you reconnect your My Book drive to your computer. This ensures that you are always using the most-recent software version.

To enable or disable the Preferences option:

1. Click the **Settings** tab to display either the WD SmartWare Settings tab display or the drive management Drive Settings screen (see Figure 11 on page 23).
2. If you opened the WD SmartWare Settings tab display, click **Set Up Software** to display the Software Settings screen.
3. On either the Software Settings screen or the drive management Drive Settings screen, click **Preferences** to display the Set Preferences dialog:



WD SmartWare Set Preferences Dialog

Set Preferences
Select automation options.
Automatically check for WD SmartWare software updates.
Unlock the full potential of WD SmartWare to back up and retrieve the data on your WD drive. To add Backup and Retrieve functionality to WD SmartWare, click Enable Backup and Retrieve functions; then click Enable Backup Now.
Enable Backup and Retrieve functions.
Enable Backup Now

Drive Management Set Preferences Dialog

4. On the Set Preferences dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

   Note: See “Enabling the Backup and Retrieve Functions” on page 41 for information about the **Enable Backup and Retrieve functions** check box on the drive management Set Preferences dialog.

Uninstalling the WD SmartWare Software

Important: Uninstalling the WD SmartWare software deletes all existing backup job configurations. You must restart the backup job manually after reinstalling the software. (See “Backing Up Your Computer Files” on page 26.)

Use your operating system’s Windows Installer utility to uninstall the WD SmartWare software:

1. Click **Start** > **(All) Programs** > **Western Digital** > **WD SmartWare** > **Uninstall WD SmartWare**.
2. Click **Yes** at the Are you sure... prompt.

Note: You can also use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software.

8

Using the Drive with a Mac

The My Book drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. To use the drive with Mac OS X operating systems, and to use Time Machine, if you want, you must first:

- Reformat the drive to a single HFS+J partition
- Restore the WD SmartWare software and disk image

This chapter includes the following topics:

Reformatting the Drive
Restoring the WD SmartWare Software and Disk Image
Connecting the Drive and Getting Started
Enhancing Performance with WD +TURBO
Installing the WD SmartWare Software
The WD SmartWare Home Screen
Using the WD Quick View Icon
Opening the WD SmartWare Software
Checking Drive Status
Safely Dismounting the Drive
Uninstalling the WD SmartWare Software

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *http://support.wdc.com* and refer to the appropriate Knowledge Base answer ID for information about reformatting a Windows drive:

- 287 or 3323 for MAC OS X
- 1354 for FAT32

See “Troubleshooting” on page 58 for more information about reformatting a drive.

Restoring the WD SmartWare Software and Disk Image

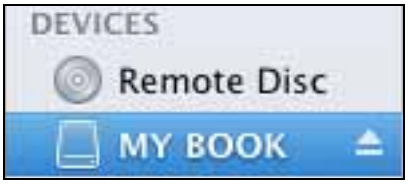
After you have reformatted your My Book drive for use on a Mac computer, go to *http://support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the Mac version of the WD SmartWare software and disk image on the drive.

Connecting the Drive and Getting Started

After you have reformatted your My Book drive for use on a Mac computer and downloaded and restored the Mac version of the WD SmartWare software and disk image:

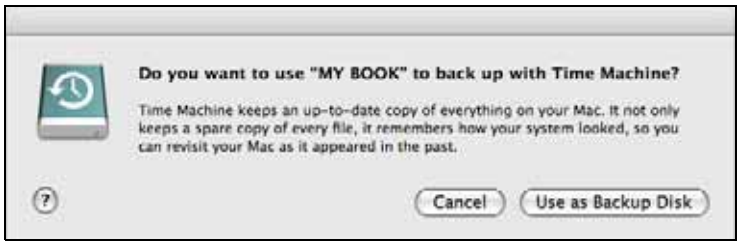
1. Turn on your Mac computer.
2. Connect the My Book drive to your computer as shown in Figure 3 on page 5.
3. The drive automatically powers up and mounts to your computer.

4. Verify that the My Book drive appears under DEVICES in the Sidebar area of your Finder display:

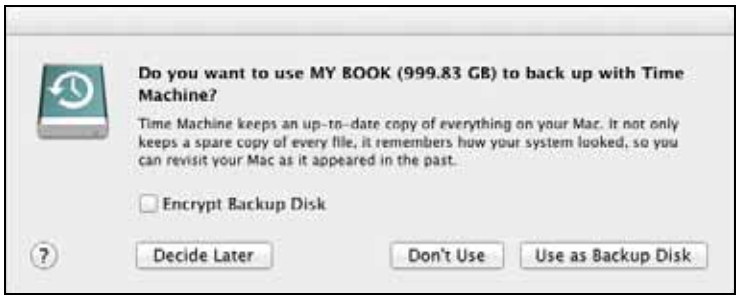


5. If the **External disks** check box is selected on your Finder Preferences dialog, the My Book icon appears on your desktop:

6. The first time you connect your My Book drive to your computer, a message asks if you want to use the drive to back up with Time Machine:


Do you want to use "MY BOOK" to back up with Time Machine?
Time Machine keeps an up-to-date copy of everything on your Mac. It not only keeps a spare copy of every file, it remembers how your system looked, so you can revisit your Mac as it appeared in the past.
Cancel
Use as Backup Disk

On Leopard and Snow Leopard Computers


Do you want to use MY BOOK (999.83 GB) to back up with Time Machine?
Time Machine keeps an up-to-date copy of everything on your Mac. It not only keeps a spare copy of every file, it remembers how your system looked, so you can revisit your Mac as it appeared in the past.
Encrypt Backup Disk
Decide Later
Don't Use
Use as Backup Disk

On Lion and Mountain Lion Computers

Note: Currently the **Encrypt Backup Disk** check box only appears on computers using the Lion or Mountain Lion operating system.

The WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, you can still use the WD SmartWare software for registering the drive and running drive diagnostics.

- If you *do not* want to use the Time Machine backup software, click:
  - **Don't Use** on Lion or Mountain Lion
  - **Cancel** on Leopard or Snow Leopard

  Skip to step 9 on page 48.
- If you *do* want to use the Time Machine backup software, then proceed to step 7 on page 48.

7. Depending on your computer's operating system:
   - Using Leopard or Snow Leopard, click **Use as Backup Disk** and skip to step 8.
   - Using Lion or Mountain Lion:
     - If you want to create a password to secure your backup files, select the **Encrypt Backup Disk** check box and proceed to step a.
     - If you do not want to create a password to encrypt your backup files, click **Use as Backup Disk** and skip to step 8.

   a. Click **Use as Backup Disk** and complete the backup password dialog that displays:

You must create a backup password. Time Machine will use this password to encrypt your backup disk.
Warning: If you forget the backup password, you won't be able to restore any data from the backup disk.
Backup password:
Verify password:
Password hint:
Required
For help creating a good password, click the key. For more information, click the Help button.
Don't Encrypt
Encrypt Disk

   b. Click **Encrypt Disk** and proceed to step 8.

8. The My Book icon now displays as:

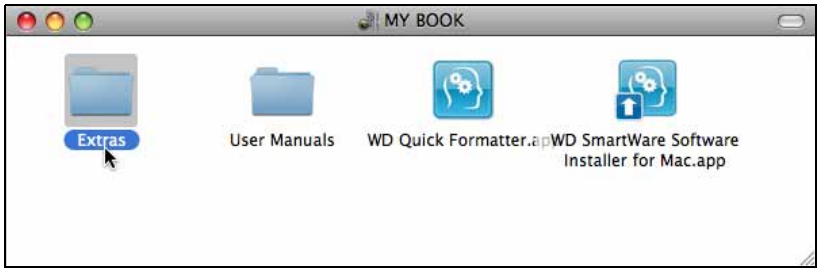
9. Your My Book drive is now ready to use as an external storage device. You can enhance its performance by installing the following software that is on the drive:
   - WD +TURBO utility (see "Enhancing Performance with WD +TURBO" in the next section)
   - WD SmartWare software (see "Installing the WD SmartWare Software" on page 50)

Enhancing Performance with WD +TURBO

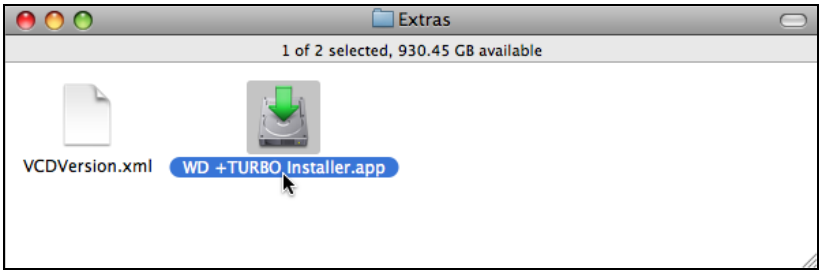
WD +TURBO is a utility on the My Book drive that you can install to improve the performance of the drive on a Mac computer.

If you are going to install the WD SmartWare software, you do not need to install the WD +TURBO utility yourself—the WD SmartWare software will install it for you. If you are not going to install the WD SmartWare software, install WD +TURBO to enhance the performance of your My Book drive.

1. Double-click the My Book icon and then double-click the Extras folder on the screen that displays:



2. Double-click the WD +TURBO Installer icon:



3. Click **Install** on the WD +TURBO Driver Installer screen:

4. Read the license agreement and click **Accept** to continue.
5. A message informs you that installing the drivers requires you to restart your computer to make them active:

Installing the Western Digital +TURBO drivers requires you to restart the computer to make them active.
Do you want to proceed and install the drivers?
No
Yes

Click **Yes** to continue.

6. Type the password that you normally use to access the computer in the **Password** box and click **OK**:

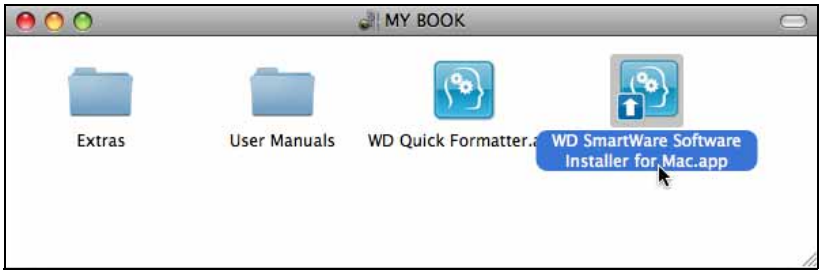
7. As prompted, when the installation completes, click **Ye**s to restart the computer:

8. When the computer restarts, the My Book icon now looks like this, where “MY BOOK” is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:

Your My Book drive is now ready to use as an enhanced-performance external storage device.

Installing the WD SmartWare Software

1. Double-click the My Book icon and then double-click the WD SmartWare Software Installer for Mac application on the screen that displays:



2. The WD SmartWare Software Installer screen displays:

WD SmartWare Installer for Mac
Install WD SmartWare
Perform diagnostics, erase, and register your drive.
Set security on drives that support password protection.
Protect all of your files with automatic and continuous backup.
Click Install to install v1.3.5.2.
Quit
Install

3. Click **Install**.
4. Read the license agreement and click **Accept** to continue.
5. Type the password that you normally use to access the computer in the **Password** box and click **OK**:

6. Wait for the installation to complete. This could take several minutes:

7. When the installation completes, the WD SmartWare Home screen displays (see Figure 13 on page 52).

Figure 13. WD SmartWare Home Screen

The WD SmartWare Home Screen

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in categories that are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

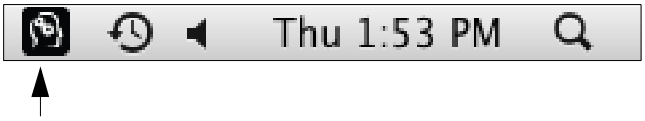
- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, working files, and *any* files that are stored in a Temp folder.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category displays the number of files in the category.

In the Content Gauge for your My Book drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Note: The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represents the system and hidden files that your computer's operating system put there when you installed the drive.

Using the WD Quick View Icon

After you have installed the WD SmartWare Software, the WD Quick View icon displays in the bar at the top-right corner of the screen:



By clicking the icon, you can:

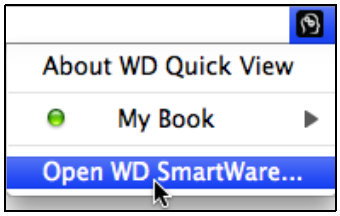
- Open the WD SmartWare software
- Check the drive status
- Safely dismount the drive

The following sections describe how to use the icon and other ways to do these things.

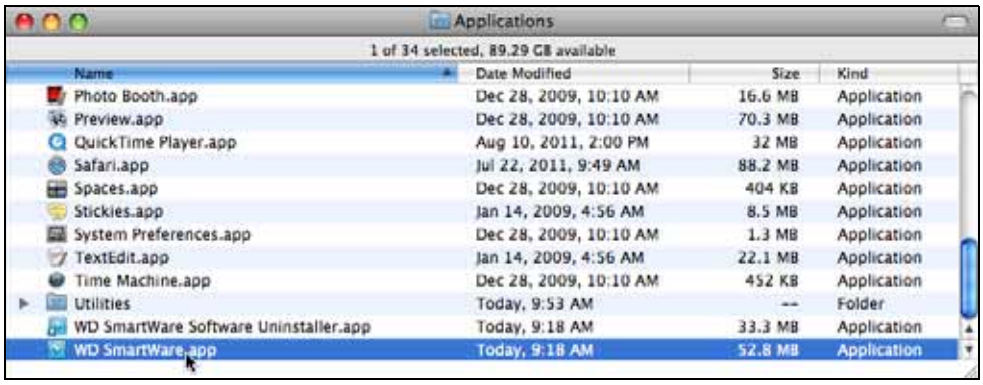
Opening the WD SmartWare Software

If the WD SmartWare software does not start automatically, you can restart it by:

- Clicking the WD Quick View icon and selecting **Open WD SmartWare**:

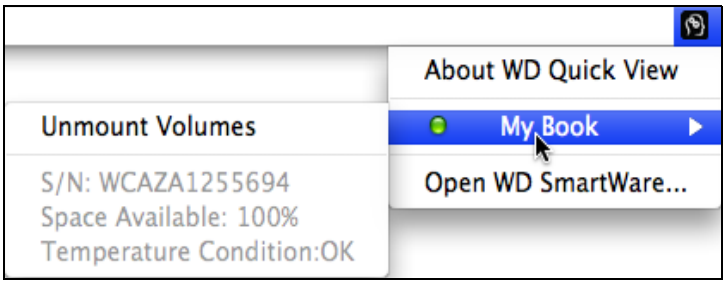


- Double-clicking **WD SmartWare.app** in the Applications list:



Checking Drive Status

Click the WD Quick View icon to display a list of drives and select the My Book drive to determine the drive's serial number, how much space is available, and the temperature condition of the drive:



Safely Dismounting the Drive

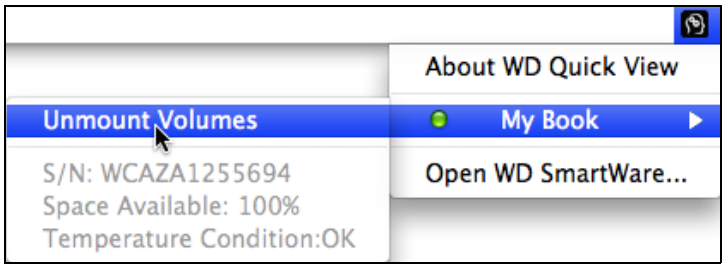
You can safely dismount the drive using either the:

- WD Quick View icon
- My Book icon
- Drive power button

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

Using the WD Quick View Icon

1. Click the WD Quick View icon to display a list of drives.
2. Select the My Book drive and on the submenu select **Unmount Volumes**:



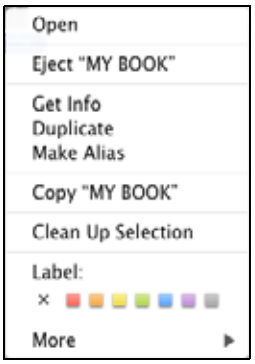
   If the drive has more than one volume, a prompt asks you to select the volume.

   You might hear the drive power down.

3. Wait for the drive icon to disappear from the desktop before disconnecting the drive from the computer.

Using the My Book Icon

1. Right- or control-click the My Book icon on the desktop and click **Eject "MY BOOK"** where "MY BOOK" is the name you assigned to the volume when you reformatted the drive for use on a Mac computer:



   You might hear the drive power down.

2. Wait for the drive icon to disappear from the desktop before disconnecting the drive from the computer.

Using the Drive Power Button

1. Press the power button on the back of the My Book drive.

   You might hear the drive power down.

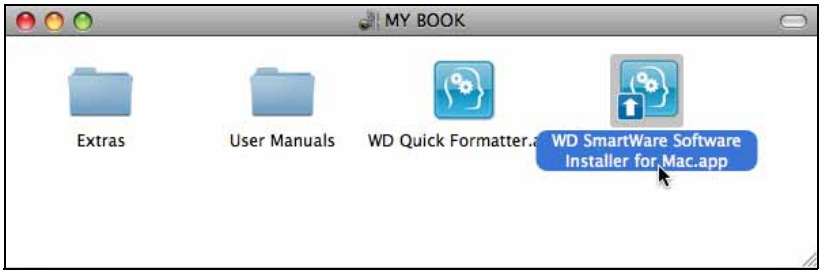
2. Wait until the drive icon to disappear from the desktop before disconnecting the drive from the computer.

   Note: If you disconnect the drive after using the power button to turn it off, when you reconnect it to your running computer, the drive automatically powers on. If you leave the drive connected to your computer after using the power button to turn it off, you must press the power button again to turn it back on.

Uninstalling the WD SmartWare Software

Important: You can easily uninstall the software. However, you will need to restart the backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See "Backing Up Your Computer Files" on page 26.)

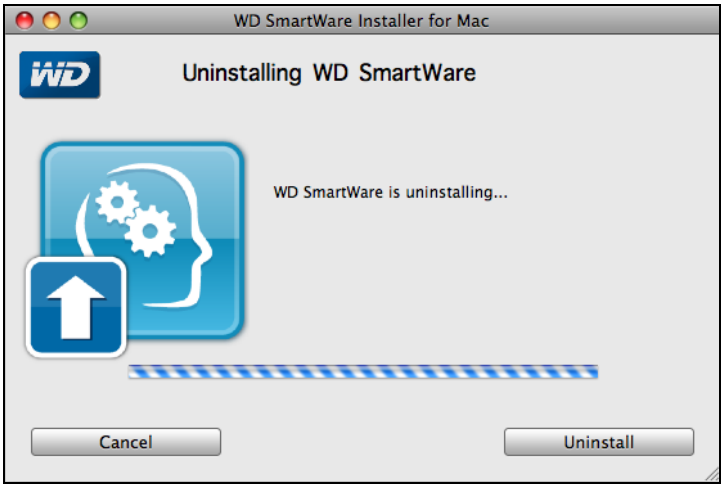
1. Double-click the My Book icon on the desktop and double-click the WD SmartWare Software Installer for Mac application on the screen that displays:



2. Select the **Uninstall** check box on the WD SmartWare Installer for Mac screen to display the Uninstall WD SmartWare dialog:

3. If you want to keep WD Quick View installed to discover network-attached WD storage devices and provide drive status information, clear the **Uninstall WD Quick View** check box.
4. Click **Uninstall**.
5. Type the password that you normally use to access the computer in the **Password** box and click **OK**:

6. Wait for the uninstallation to complete. This could take several minutes:



7. Reappearance of the WD SmartWare Software Installer screen signifies that the software has been uninstalled:

WD SmartWare Installer for Mac
Install WD SmartWare
Perform diagnostics, erase, and register your drive.
Set security on drives that support password protection.
Protect all of your files with automatic and continuous backup.
Click Install to install v1.3.5.2.
Quit
Install

8. Click **Quit** to close the WD SmartWare Installer for Mac screen.

9 Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at *http://support.wdc.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Partition, and format a WD drive on Windows (7, Vista, XP, 2000) and Mac OS X	3865
▪ Reformat from Mac GPT to Windows XP NTFS	3645
▪ Reformat the drive from Mac GPT to Windows 7 or Vista NTFS format	3647
▪ Obtain and reinstall the original software included with this product	1425
▪ Format a WD hard drive in FAT32* (for use in both Windows and MAC OS X)	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/product/download.*

Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software. For further details, see:

- *Answer ID 291 at http://support.wdc.com*
- *Article IDs 314463 and # 184006 at support.microsoft.com*
- *The appropriate third-party software documentation or support organization*

Frequently Asked Questions

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer might try to boot from your WD USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *http://support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

A

Installing the SES Driver

This appendix includes the following topics:

Installing on Windows XP Computers
Installing on Windows Vista Computers
Installing on Windows 7 and Windows 8 Computers

If you decide to not install the WD SmartWare software, you must have an SES driver installed on computers running Windows to keep the hardware popup wizard from displaying every time you connect your My Book drive to your computer.

Note: The SES driver is installed automatically when you install the WD SmartWare software or if you clicked **Do Not Install** on the Welcome to WD SmartWare screen (see "Getting Started Without the WD SmartWare Software" on page 11).

Installing on Windows XP Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware Wizard screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware Wizard screen. If they appear, close them.

You can use the Found New Hardware Wizard to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

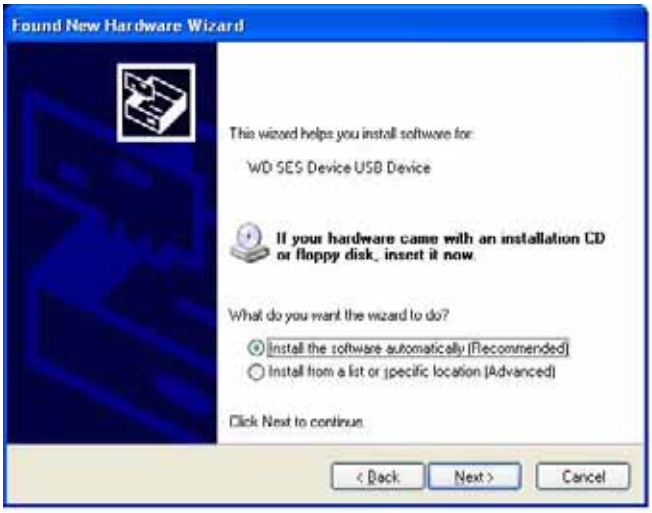
To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware Wizard screen, select **Yes this time only** to allow Windows XP to connect to Windows Update:

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission)
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

3. Click **Next** to continue.

4. Select **Install the software automatically** and click **Next**:


Found New Hardware Wizard
This wizard helps you install software for:
WD SES Device USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

5. When the installation completes, click **Finish**:

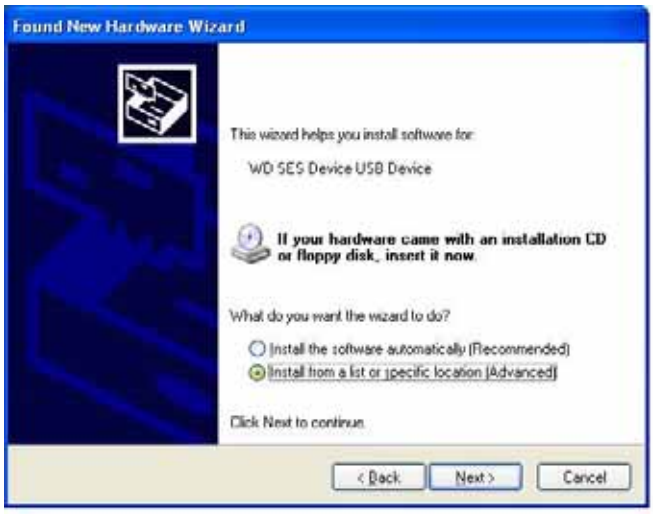
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware Wizard screen, select **No, not this time** to inhibit a connection attempt to Windows Update:

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

2. Click **Next** to continue.
3. Select **Install from a list or specific location** and click **Next**:


Found New Hardware Wizard
This wizard helps you install software for:
WD SES Device USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

4. Browse to **My Computer** and:
   a. Double-click the My Book drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.

d. Click **Next**:

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
D:\extras\WD SES Device Driver
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

5. When the installation completes, click **Finish**:

Installing on Windows Vista Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

You can use the Found New Hardware screen to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware wizard screen, click **Locate and install driver software**:

Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

3. On the Found New Hardware - WD SES Device wizard screen, click **Yes, search online this time only** to allow Windows Vista to connect to Windows Update:

Found New Hardware - WD SES Device
Allow Windows to search online for driver software for your WD SES Device?
Yes, always search online (recommended)
Windows will automatically search for the latest drivers and applications for your hardware and download them to your computer.
Yes, search online this time only
Windows will search for the latest drivers and applications for this device and download them to your computer.
Don't search online
Your device may not function properly until you get the latest software.
Please read Microsoft's privacy statement
Cancel

Windows Vista automatically:

- Connects to Windows Update
- Finds, downloads, and installs the SES driver

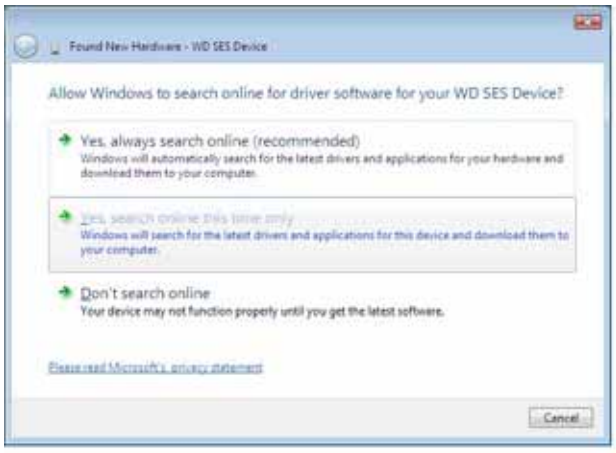
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware wizard screen, click **Locate and install driver software**:

Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

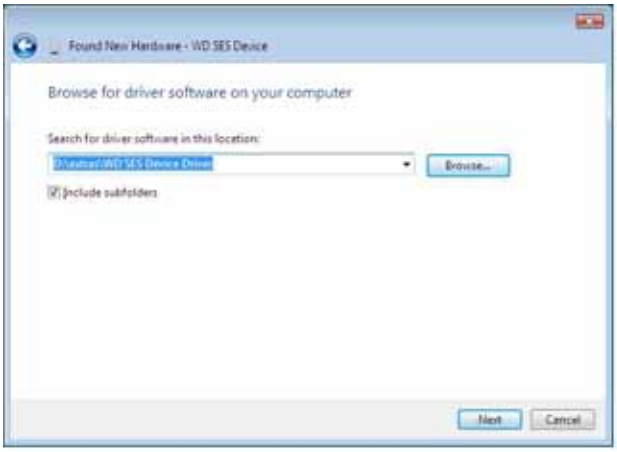
2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:


Found New Hardware - WD SES Device
Allow Windows to search online for driver software for your WD SES Device?
Yes, always search online (recommended)
Windows will automatically search for the latest drivers and applications for your hardware and download them to your computer.
Windows will search for the latest drivers and applications for this device and download them to your computer.
Don't search online
Your device may not function properly until you get the latest software.
Cancel

3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc**. **Show me other options**:

Found New Hardware - WD SES Device
Insert the disc that came with your WD SES Device
If you have the disc that came with your device, insert it now. Windows will automatically search the disc for driver software.
I don't have the disc. Show me other options.
Next
Cancel

4. Browse to **Computer** and:
   a. Double-click the My Book drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.
   d. Click **Next**:

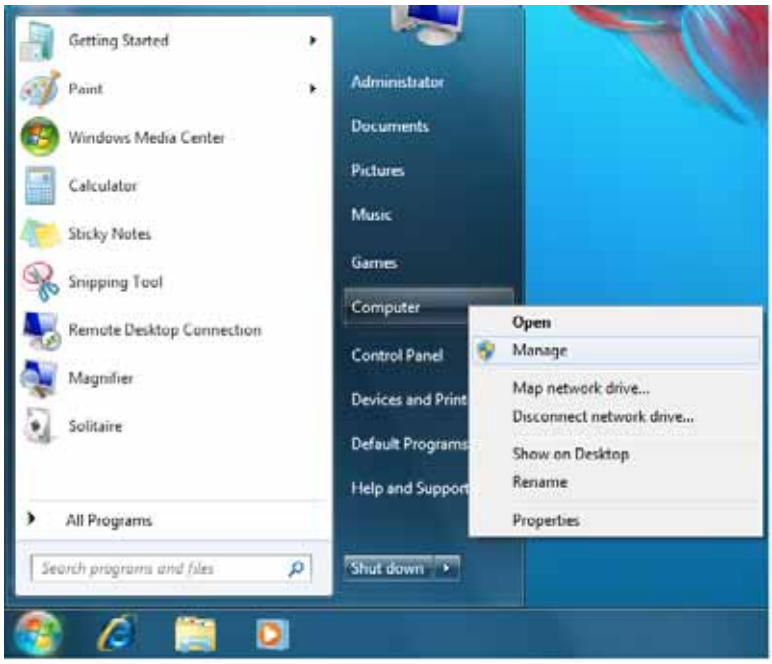


5. When the installation completes, click **Close**:

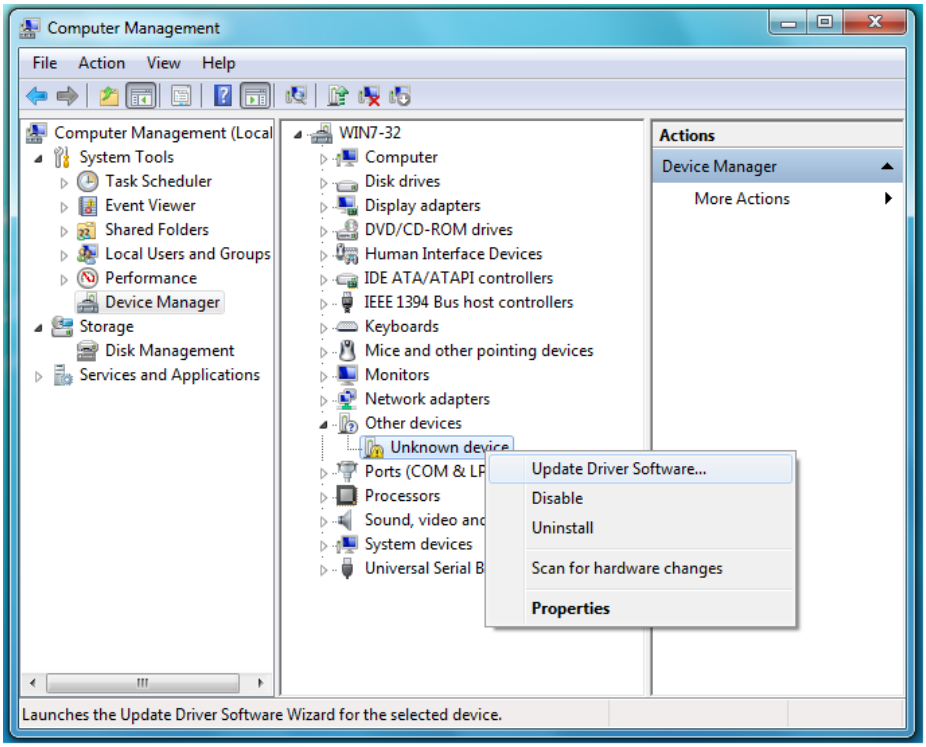
Installing on Windows 7 and Windows 8 Computers

After you physically connect the drive as shown in Figure 3 on page 5, use the Windows 7 Computer Management utility to install the SES driver:

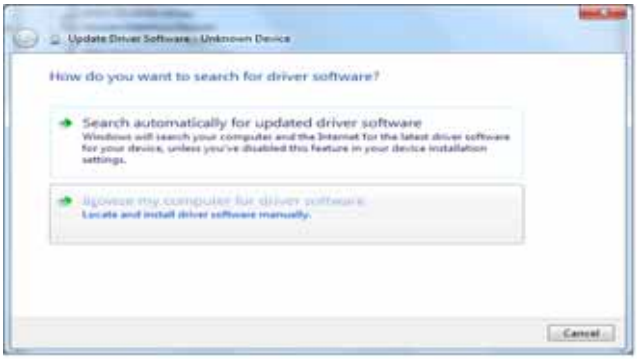
1. Open **All Programs** and click **Computer** > **Manage**:



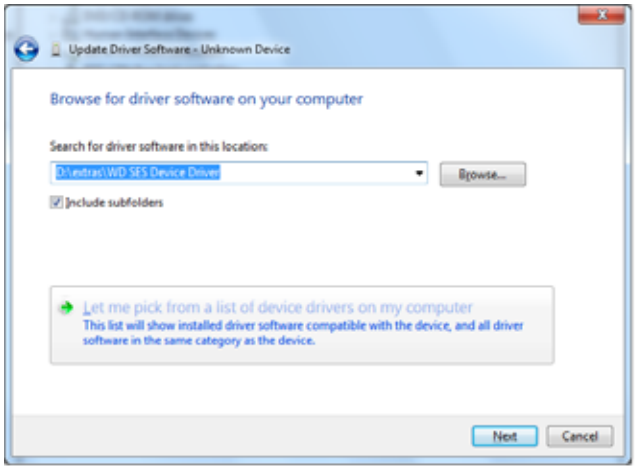
2. Under **Computer Management (Local)**, click **Device Manager** > **Unknown Device** and right-click **Update driver software**:



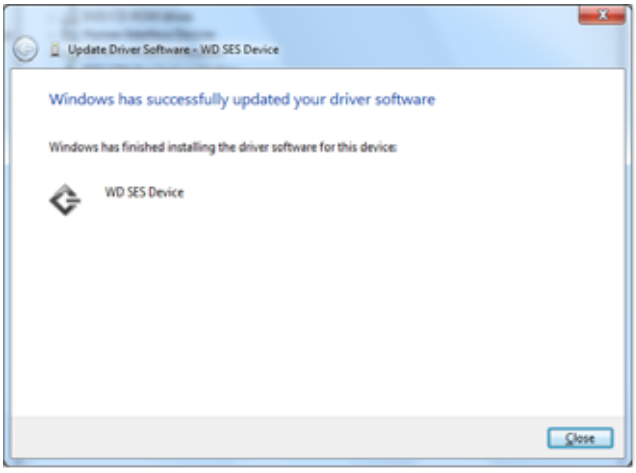
3. Click **Browse my computer for driver software**:


Update Driver Software - Unknown Device
How do you want to search for driver software?
Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
Browse my computer for driver software
Locate and install driver software manually.
Cancel

4. Browse to **Computer,** double-click the My Book drive, double-click the Extras folder, and select **WD SES Device Driver**:


Update Driver Software - Unknown Device
Browse for driver software on your computer
Search for driver software in this location:
D:\extras\WD SES Device Driver
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel

5. Click **Next** to continue.
6. When the installation completes, click **Close**:


Update Driver Software - WD SES Device
Windows has successfully updated your driver software
Windows has finished installing the driver software for this device:
WD SES Device
Close

B

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information (All Regions Except Australia/New Zealand)
Warranty Information (Australia/New Zealand)
GNU General Public License (“GPL”)

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES/NMB-003 Compliance

Cet appareil de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1: Sûreté d'équipement de technologie de l'information.

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked “Class 2.”

CE Compliance for Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779. Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로 가정에서사용하는것을목적으로하며, 모든지역에 서사용할수있습니다

Environmental Compliance (China)

部件名称	有毒有害物质和元素					
	铅 (Pb)	鎘 (Cd)	汞 (Hg)	六价铬 (Cr^{6+})	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
包装页	O	O	O	O	O	O
包装外壳	O	O	O	O	O	O
光导管	O	O	O	O	O	O
电源按钮	O	O	O	O	O	O
HDD 托架	O	O	O	O	O	O
EMI 外壳	O	O	O	O	O	O
个性化板材	O	O	O	O	O	O
Kensington 锁按键	O	O	O	O	O	O
螺丝 6-32x6.35mm	O	O	O	O	O	O
螺丝 M3x5mm+5W	O	O	O	O	O	O
垂直支脚	O	O	O	O	O	O
减震架	O	O	O	O	O	O
印制板装配 (PCA)*	O	O	O	O	O	O
硬盘	X	O	O	O	O	O
电缆组件	O	O	O	O	O	O
电源适配器	O	O	O	O	O	O
电源线	O	O	O	O	O	O

* 印制板装配包括所有印刷电路板 (PCB) 及其相应的各个组件、IC 及连接器。

O：表示此部件所用的所有均质材料中包含的此有毒或有害物低于 MCV 标准中的限制要求。

X：表示此部件所用的均质材料中至少有一种材料包含的此有毒或有害物高于 MCV 标准中的限制要求。

在出现一个 “X” 的所有情况下，WD 采用容许的排除。

Warranty Information (All Regions Except Australia/ New Zealand)

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *http://support.wdc.com/warranty/policy.asp* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com/warranty/policy.asp*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com/warranty/policy.asp*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at *http://support.wdc.com*. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support website at *http://support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com*.

Western Digital Technologies, Inc.
3355 Michelson Drive, Suite 100
Irvine, California 92612
Email: support@wdc.com

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 year in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the

product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com*), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, "GPL Software") and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from *http://support.wdc.com/download/gpl* or obtained on CD for a nominal charge from *http://support.wdc.com/download/gpl* or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at *http://www.gnu.org*, and may also be found at *http://support.wdc.com/download/gpl*. Modification of or tampering with the Software, including but not limited to any Open Source Software, is solely at your own risk. Western Digital is not responsible for any such modification or tampering. Western Digital will not support any product in which you have or have attempted to modify the Software supplied by Western Digital.

Index

A

Accessories, optional 2
Advanced backup area, Backup tab displays 19
Alerts, flashing icon 36

B

Backed Up Volumes selection box 21
Backup
- about backing up files 26
- files content box 27, 28, 29
- procedure 26

Backup tab displays
- advanced backup area 19
- description 17
- drive content gauge 18
- functional overview 12
- Start/Stop Backup toggle button 20
- Switch to Category/File Backup toggle button 20
- your computer's content gauge 18

Box contents 2
Browse button, Retrieve tab displays 21

C

CAUTION
- about erasing the drive 41
- about preventing data loss when disconnecting 36, 54

Change retrieve folder box, Retrieve tab displays 21
China RoHS compliance 70
Compatibility with operating systems 2
Compliance, regulatory 69
Connecting the drive 5
Contact Us link 24
Content gauge
- Backup tab displays 18
- drive 17
- your computer's 16
- your computer's, Backup tab displays 18

Converting drive format 46, 58

D

Disconnecting the drive 36
Disk image, downloading and restoring 42, 46
Drive
- connecting 5
- content gauge, Backup tab displays 18
- content gauge, Home tab displays 17
- diagnostics and status checks 39
- disconnecting from a PC 36
- dismounting from a Mac 54
- display scroll pointers, Home tab displays 16
- handling precautions 4
- icon, Home tab displays 15
- sleep timer 40

Drive Erase button, Settings tab displays 23
Drive Settings
- drive eraser 41
- registration 38
- sleep timer 40

E

Environmental compliance, China 70
Erase Drive screen 41
Erasing the drive 41
- CAUTION about erasing the drive 41

F

FCC information, class B 69
File History button 23
File history dialog 43
Flashing icon alerts 36
Front and back views 3
Full Media Scan 39

G

GNU General Public License 73

H

Handling precautions 4
Hardware 2
Help tab display
- Contact Us link 24
- description 24
- functional overview 13
- Learning Center topic buttons 24
- Online User Manuals link 24
- Support link 25
- Update Software button 25
- WD Store link 25

Home tab displays
- description 13
- drive content gauge 17
- drive display scroll pointers 16
- drive icon 15

functional overview 12
Internal drive selector box 15
your computer icon 15
your computer's content gauge 16

I

Internal drive selector box, Home tab displays 15

K

KC notice (Republic of Korea) 70
Kensington security slot 4
Kit contents 2

L

Launching WD SmartWare software
on the Mac 53
on Windows 35
Learning Center topic buttons 24
Limited warranty information 71

M

Mac
drive serial number 54
reformatting the drive to 46
restarting WD SmartWare software on 53
safely dismounting drive from 54
status check 55
uninstalling software from 55

N

NTFS format 3, 46

O

Obtaining service 70, 72
Online support, accessing ii
Online User Manuals link 24
Operating system requirements 2
Operating systems 2

P

Physical description 3
Power button 4, 55
Precautions for handling the drive 4
Preferences
button 23
options, setting 44
Product features 1
Product registration 4

Q

Quick Diagnostic Self-test 39

R

Reformatting the drive 46, 58
Register Drive screen 38
Registering your drive 38
Registration button 23
Registration, online 4
Regulatory compliance 69
Requirements, operating systems 2
Restarting the software
on Windows 35
Restoring the software disk image 42, 46
Retrieve
about retrieving files 31
destination option buttons 22
files option button 22
folder, specifying 43
procedure 31
Retrieve Folder button 23
Retrieve some files selection box 22
Retrieve tab displays
Backed Up Volumes selection box 21
Browse button 21
Change retrieve folder box 21
description 20
functional overview 13
Retrieve destination option buttons 22
Retrieve files option buttons 22
Retrieve some files selection box 22
Start/Cancel Retrieving toggle button 22
RoHS compliance 70
Run Diagnostics screen 40

S

Safety compliance 69
Serial number
on a Mac 54
Set
file history dialog 43
preferences dialog 44
retrieve folder dialog 44
sleep timer screen 40
Set Up Drive button 23
Set Up Software button 23
Setting the drive sleep timer 40
Settings tab displays
description 23
Drive Erase button 23
File History button 23
functional overview 13
Preferences button 23

Registration button 23
Retrieve Folder button 23
Set Up Drive button 23
Set Up Software button 23
Sleep Timer button 23
Sleep Timer button 23
SMART Status Check 39
Software Settings
preferences 44
retrieve folder 43
Space available
on a Mac 55
on Windows 36
Start/Cancel Retrieving toggle button 22
Start/Stop Backup toggle button 20
Settings
See Drive Settings
Status check 36
on a Mac 55
on Windows 36
Support link 25
Switch to Category/File Backup toggle button 20
System
file category defined 52
file category, defined 17
System compatibility 2

T

Technical support, contacting ii
Temperature check 36

U

Uninstalling WD SmartWare
from a Mac 55
from Windows 45
Update Software button 25
USB drive interface 4

W

Warranty information 70, 71, 72
WD
service 70, 72
Store link 25
technical support, contacting ii
WD Quick View icon
Mac 53
Windows 35
WD SmartWare software
uninstalling from a Mac 55
Windows
status check 36

Y

Your computer
content gauge, Backup tab displays 18
content gauge, Home tab displays 16
icon, Home tab display 15

Information furnished by WD is believed to be accurate and reliable; however, no responsibility is assumed by WD for its use nor for any infringement of patents or other rights of third parties which may result from its use. No license is granted by implication or otherwise under any patent or patent rights of WD. WD reserves the right to change specifications at any time without notice.

Western Digital, WD, the WD logo, My Book, and My Passport are registered trademarks and WD SmartWare and Data Lifeguard are trademarks of Western Digital Technologies, Inc. Other marks may be mentioned herein that belong to other companies.

© 2012 Western Digital Technologies, Inc. All rights reserved.

Western Digital
3355 Michelson Drive, Suite 100
Irvine, California 92612 U.S.A.

4779-705048-A02 Oct 2012